

At Ease August 2017

1. RLPS here last week to conduct a **Charrette on Terrace Home apartment** features and design. Fourteen residents/prospective residents participated plus Leah, BJ, John Jackson for Peter, Hardy and I.
 - a. First they went over the results of the Focus Groups.
 - i. There were six focus groups: 65 current residents divided between four groups, 22 future residents/residents' children were in another and nine senior staff/AFROC Board members were in group six. Cumulatively they gave 4017 individual responses to the questions asked.
 - ii. Highlights:
 1. Would you prefer open or traditional floorplan? 92 open; 20 traditional
 2. What is preference for ceiling height? 65: 9-10 ft., 12: 8 ft.
 3. Do you want a Fireplace: Yes 96; no 22.
 4. Do you want a dedicated laundry room? Yes 49; No 10
 5. Additional amenities? Most frequent responses were: Outdoor space, Storage space. Fewer responses but still significant number: Walk in closets, Office/study
 6. What features in your Master Bath? Most frequent responses: Double sinks, walk in showers, linen closet:
 7. Do you want a dual access powder room or a separate powder room: Evenly split 45-44. Prospective residents heavily favored separate.
 8. What kind of flooring?
 - a. Tile bathrooms: 55
 - b. Hardwood living room: 51
 - c. Tile kitchen: 44
 - d. Carpet in bedroom: 41
 - e. Hardwood in dining room: 30
 - f. Hardwood in bedroom: 23
 9. What should exterior of the apartment building look like? 79 said match existing buildings, 6 said modern.
 - b. The Charrette participants worked very well together and all agreed it was a great day. The architects took the ideas and critiques of the original plans and spent 3 hours redesigning the apartments. Group loved the new designs and felt the architects captured all the "wants" and needs very well.

2. Invitations go out this week for the AFROC Open House. It is on Sunday, September 24th from 2:00pm-5:00 pm. From 2-3:30 we will have the standard tours of WFC, The Johnson Center, Community Center and residents homes. From 3:30pm -5:00pm there will be a social in the Grand Dining Room with an hors d' oeuvres and desserts buffet, wine and other beverages. The AFROC Board and Senior Managers will also be on hand to mingle with residents and other guests. .

3. Resident Services

- a. Flu Shots – This year’s influenza vaccinations will again be provided by Inova and will be administered on October 5 & 6 and Saturday, November 4. Both the regular and high-dose vaccines will be offered. You should consult your physician to help you choose which one is best for you. Sign-ups will begin the day after Labor Day outside of Tiffany’s office.
 - b. Resident Satisfaction Survey –Our biennial Resident Satisfaction Survey will take place between Sept 14 and Oct 1. Most of you have whether you want to complete it by paper or electronically. You can still request the electronic option if you have not yet done so. If you will be away during that time, let Donna know and she will make sure you receive a survey.
 - c. Presentation: “Everything You Need to Know About Continuing Care”
 - i. Part 1 Monday, Sept 25 at 3 pm in the Ballroom. It will feature Dr. Ann; Hardy Lister; Donna Cassani; and Michele ZF.
 1. This session will cover: overview of the continuum of care, indications that a resident in IL might need in-home assistance or a higher level of care, how the transition process to AL or nursing works, financial implications of a transition.
 - ii. Part 2 will be held on Monday, October 23 at 3 pm in the Ballroom and will feature; Dr. Ann; Sandi Hall; and Llena Perez.
 1. Topics will include: the differences between AL, skilled nursing and respite care; how the right level of care for the residents is determined; costs covered by Medicare and Tricare; how the admission process works.
 - d. Sessions will be recorded and replayed many times. Handouts will be available.
4. **Dining:** Bob is on vacation in Canada for a week and the dining team is carrying on. No big news

5. Finance IT

- a. We would like to thank everyone who picked up their new SARA pendants last week. If you have not done so yet, you can pick exchange your old pendants for the new on Monday through Friday in the Business Office between 8:30AM and 4:30 PM
- b. We are in the process of renewing our bulk TV contract with Verizon that expires next May. We bid out the contract and Verizon had the lowest bid by a wide margin. In fact it was slightly lower than what we are currently spending. We are in contract negotiations now.

6. Marketing

- a. Occupancy as of today: 95.85%. In the last two months, we have had five move-ins with nine new residents.
- b. Total Move-ins YTD: 21 = 34 new residents
- c. 2 move-ins projected for Sept
- d. 3 IL residences will be vacated
- e. Reservations – 5 (4 external/1 internal)
- f. Current Vacant Units Available: 8
- g. Advertising Update: Five19 Creative was here on 8/29 and they conducted 7 resident interviews. These interviews will be used to help their creative team put together our first campaign. A two day photo shoot is scheduled for Sept 26th & Sept 27th. No videos, just photos.

7. Health services

- a. The TJC – ALF had their annual survey this month and had no discrepancies!
- b. A new Nurse Coordinator for the assisted living unit has been hired and will start soon. His name is Edwin Khonyongwa and he is a seasoned Nurse Coordinator with more than 10 years' experience in Assisted Living and Memory Care. He has a Master's Degree in Healthcare Administration from Washington Adventist Univ. and he has completed training as an Assisted Living Administrator. He is also an LPN. Edwin has worked in Memory Care for five years, most recently at Arbor Terrace of Fairfax, which is a new stand-alone memory care facility. He was their Assistant Resident Care Director.
- c. The assisted living unit's hallway lighting upgrade has been completed as has renovation of their dining room.
- d. A team composed of staff and residents have toured Memory Care units in N. VA to look at amenities, cost of care, layout of facility, staffing, etc. We have visited two for-profit communities that opened this year and Vinson Hall's Sylvestry, which opened in 2002. There is another in Winchester, The Village at Orchard Ridge, which we also hope to visit.

- e. The Dementia Capable Care training for our staff continues. Another staff training session is being held today. It is an 8-hr course.
- f. Fall Festival in October for TJC and WFC (two separate dates). **Wish list item: \$500 contribution** so they can make it a more elaborate event at each location. This donation would help with the cost of entertainment, a caricature artist, autumn/carnival decorations, cotton candy machine rental, games, and prizes. Any donation, no matter what amount, for would be greatly appreciated.

8. Hearing Notes, Grissom and Earhart

- a. Residents: 23 Council: 7
- b. **Compliments:**
 - i. Love living on Grissom Street and love living at Falcons Landing
 - ii. In reference to the comments below regarding maintenance, many people were very positive about their dealings with maintenance, especially those that used the online system.
 - iii. Maintenance was complimented on the way they help the store.
 - iv. “Everyone likes the new lighting in the halls”
 - v. The Physical Fitness Department is wonderful- Alva and Lisa are great
 - vi. One resident’s sister came to visit and couldn’t believe how beautiful the grounds were.
- c. **Comment/ Suggestions:**
 - i. **Garage: Do something to keep the bird droppings under control especially in Building 5 garage, although it also applies to others: Either find a way to keep the birds out, or clean the garage every day.**
 - 1. **Response:** We have removed the bird nests and patched holes in areas that birds have damaged. We are evaluating two proposals from pest management companies for aviary control.*
 - ii. **Contractors: Contractors do not clean up well and they are destructive. When fixing gutters and doing other repairs they broke a newly planted tree and they destroy the gardens. They need to be better supervised.**
 - 1. **Response:** Have addressed this with roofing contractor, we will be receiving a credit for any damage and they are going to pay closer attention and care to our property.*
 - iii. **Maintenance:** It is hard to talk to anyone in maintenance; they do not call back so you don’t know if they got the message. They also do not tell you when they will respond and sometimes they show up at 8:00 in the morning when you’re in the shower. Another Resident said, “If you use the on-line system a time when you are available can be put in the notes,

but you have to know how to do this. Two suggestions were made, one to have maintenance call and tell you when they are coming, especially when the request was called in and secondly, to have a field in the system to prompt you to put in a requested time for service.

1. **Response:** When placing a request on the phone, maintenance does not call back unless requested to do so. In terms of 8AM work order the only time we do an 8AM work order is if the resident specifically requests it. Work orders typically begin at 9AM. The work order response is almost always that day or the next. .

- d. **One person reported that they had a problem with ants and flying ants and it took a month before someone came to fix the problem.** When it was first reported Wendy was on vacation and “the pest control people only come twice a month??”

- i. **Response:** The pest control company are only scheduled to come twice a month however if there is a situation that needs immediate attention, they will also come when called*

- e. **Grounds: Chiggers-** The problem with Chiggers has been very bad this year, the grounds need to be sprayed earlier and if it rains they need to be re-sprayed. After this last spraying the problem seems to be under control, but many people had much physical pain and itching due to the infestation prior to this last treatment of the grounds. **The ticks were also a problem, and this can be more severe.**

- i. **Response:** Peter certainly wishes we could eliminate all of the pests and insects on site, but that is not possible and we are doing our best. We will continue to apply insect control as part of our program* Peter encourages residents to take protective measures when outside, particularly when in the garden. Wearing long pants with the bottoms tucked into your socks and using insect repellent are good measures to take.

- f. **Weeding** – Some of the landscape people can’t tell which plants are weeds and which are flowers and pull up the wrong plants. Also, there seems to be a lack of understanding about where Falcons does weeding. Some thought both front and back yards, some thought only front -- need to clarify what Falcons is responsible for and what Residents are responsible for.

- i. **Response:** We are trying a new weed management program; we have had some success however we are still evaluating the total site. We are

doing weeds from front, back and sides of homes. Please call in for a landscaping work order if you need additional weeding or other attention. We will start working on side and back yard upgrades next year.

- g. **Sprinkler system**-There was discussion about when and how the sprinkler systems work. Why do they come on when it has just rained, doesn't that waste water and drive up cost, isn't there a way to program the system for rainfall amounts so sprinklers only come on when needed? Also, does someone monitor the system so the sprinklers are aimed in the right direction and aren't watering the street? When are the sprinklers scheduled to run?
 - i. **Response:** We have a massive sprinkler system here at Falcons Landing and during the course of normal operations sprinkler heads do sometimes get turned or moved particularly during mowing. If you observe a sprinkler that is sprinkling where it shouldn't be, please contact maintenance and we will make the adjustments. In terms of a sprinkler system turning on after a rain or during a rain please contact us if you observe this because it is a faulty rain sensor. The sprinklers operate at night.
- h. **Is mowing the grass monitored to be cut less often when there is no rain, or the sprinklers aren't working?**
 - i. Grass needs to be mowed on a consistent schedule as much as weather allows. Keep in mind, weeds typically grow faster than grass and produce seeds when they mature. Although we treat for weeds, it does not eliminate them all. Regular mowing prevents those that do grow from maturing and spreading seeds which brings more weeds.
- i. **Mulching**- There was concern that there is too much mulch around the trees, trees should not have mulch around the trunk, it is not good for the trees, and it should not be extremely deep, just enough to discourage weeds and hold moisture.
 - i. **Response:** Peter says the mulching program is successful as evidenced by the outcomes: the overall look of the property is excellent and the overall condition of the trees is also excellent.
- j. **DC Drop Off** – Several people disagreed with the Management decision to not do DC Drop Off if less than 5 people were there. It was suggested that if less than 5 people were there it would make sense to take one of the SUVs instead of the big bus and still go. The people signed up in good faith and it is not right to cancel at the last minute.

- i. **Response:** Why did we decide not to go if there were fewer than 5 people? First, we tie up a vehicle and a driver for more than 6 hours for the trip and that is not the best use of resources when there so few riders. We also have to use the 24 passenger bus because that the 14 passenger bus is uncomfortable for that length of trip and it has a bumpier ride. Ideally, if there were less than 5 passengers, we **would** use one of our vans. But on Thursday, both vans are in use: one for the Bethesda pharmacy run and the other for medical/airport transports. We could look at changing DC drop off day so a van would be available. For now we will go ahead and go to DC no matter how many residents show up for the trip, as long as five had signed up in good faith.
- k. **Generators-** People in the homes should have generators; they should be treated equal to those in the apartments. Keep being told its being looked at, but no feedback. Most feel that telling them to go stay with someone in an apartment or go to a hotel is not a satisfactory answer.
 - i. **Response:** Actually we have addressed the feasibility generators for the houses several times after exploring option. Peter will further explain what that that would entail.
- l. **Phase I Houses-**Are Phase One houses going to stay on the list for roof and window replacements?
 - i. **Response:** We are going to continue to take care of houses that are in any phase of the project just as we do any other residence.