

Richland Place Residents Council Meeting

February 27, 2017

The Richland Place Residents Council was called to order by President Cardy Davis at 3:00 p.m. The following members were in attendance: Dee Batey, Irma Bolster, Carolyn Brakefield, Gary Chunn, Gene Clark, Denise Dowell, Anna Durham, Frances Duvall, Roger Graham, Sylvia Graham, Libby Nicholson, Ella Marie Parkison, Peggy Runger, Barbara Sampson, Elaine Sanders, Lavonne Tarleton, Penny TeSelle, Gene TeSelle, Shirley Watts, and Jane Wert; staff Joan Stephens and Lea Ann Grismore. Guests: Charlotte Baum, Mary Elizabeth Debicki, Janice Moor, and Dolores Seigenthaler.

President's Report: Cardy Davis introduced Joan Stephens, the new executive director of Independent Living. She welcomed comments and suggestions and reported that she has encouraged the staff to look at resident comments to see what can be dealt with quickly.

Vice-President's Report: Jack Robinson noted that two documents, the Resident Handbook and the Telephone Directory, had been prepared and distributed by the floor representatives. Corrections should be sent in writing to Denise Dowell or Jack Robinson. He also noted that the floor representatives will meet on Thursday, March 16, at 9:30 a.m.

January Minutes: It was moved, seconded, and voted to approve the minutes of the previous meeting.

Treasurer's Report: Denise Dowell distributed the monthly report, which indicated a beginning balance of \$14,634.95 and an ending balance of \$14,958.30.

Floor Representatives:

- First (Elaine Sanders and Libby Nicholson) -- Mary Mallen will move into #114 in mid-April. The first floor representatives plan to invite all 19 residents to have lunch together at least twice during the year, and to invite residents to have dinner in groups of six at least once during the year. Birthday cards will be sent on the appropriate dates.
- Second (Irma Bolster and Peggy Runger) -- Mary Crossman has moved into #224.
- Third (Shirley Watts and Barbara Holzman) -- Fifth Sunday gatherings will be planned during the spring and fall.
- Fourth (Anna Durham and Frances Duvall) -- New efforts will be made to enable residents to get better acquainted with each other.
- Fifth (Barbara Sampson and Carolyn Brakefield) -- Frank and Anne Gulley will move into #506 in mid-April. It was noted that the fifth floor already has a successful Fifth Sunday gathering.

Committee Reports (Complete reports are attached, and will be on file in the Richland Place Library and available online at rpbooks.weebly.com).

Activities - EllaMarie Parkison distributed a list of March activities and reminded residents to check the schedule that had already been distributed. The goal of the committee for 2017 is

to continue established traditions and to seek new ideas for fresh and creative experiences. (Report attached)

Building - Lavonne Tarleton reported that a study will be made of ways to protect the first-floor apartments from smoke in the event of fire in the common areas. Mechanical door closers for the first-floor restrooms will be investigated, since it is difficult for many residents to open them. A high priority for 2017 is to replace the glass windows and doors in the dining room's sunroom. Washing of outside windows has also been requested. Construction of more parking space behind the Health Care building is needed, so that parking on Elmington Avenue can be minimized. (Report attached)

Communications - Denise Dowell reported that OneCall has been used and will be renewed for another year. She asked that any corrections to the Resident Handbook or the Telephone Directory (the one online) be given to her in writing via email or put in cubby (Apt. # 509). She raised the question whether the Memorial List of deceased residents should be kept up, and the consensus was that it should be updated on the web, but not necessarily on paper in the Library. There was also discussion of ways to disseminate information about residents when they have health issues. It was agreed that this information could be given, at the resident's request, to Teresa Brewer. (Report attached)

Finance and Management - Roger Graham reported that occupancy continues to be at high levels, and net income for the year met anticipations. A major concern of the committee is additional parking in the space owned by the State of Tennessee and leased to NES; approval by various officials is being sought. Expansion of the Rehabilitation Gym is also a priority, and the committee hopes that planning will begin in 2017. The committee also hopes to devote more attention to qualitative issues, so that its discussions are not strictly financial. The Resident Satisfaction Survey has been completed, and results will be presented at a Town Hall Meeting on March 15. It was agreed that the results should be distributed to committee chairs prior to that meeting. (Complete report attached)

Flowers - Sylvia Graham noted that volunteers continue to pick up flowers from West End United Methodist Church on a regular basis, and when necessary flowers are purchased at Trader Joe's. Committee members have cleaned and rearranged the Craft Room, which now looks much more attractive. (Report attached)

Food - Jane Wert urged residents to use the comment cards on the dining room tables, and noted that Meredith Zagorski is conscientious about responding. She also took note of the special dietary needs of some residents, and urged them to communicate their needs. Among the comments on dining room food was a suggestion that sauces be placed beside meat dishes, and this change will be made. (Report attached)

Gifts and Memorials - Joan Thomas reported a total of \$490 in gifts for the month of February, Grounds = \$325, Holiday = \$65, Library = \$100. (Report attached)

Grounds - Gary Chunn noted a number of issues that will need long-range planning. The flower beds in the front are inadequate, while the ones next door are flourishing. Ground lighting needs to be improved, especially at the northwest corner. Part of the problem is that trees need to be trimmed; a total of 80 holly trees will need yearly pruning so that they do not extend above the first floor. Parking in the rear continues to be a priority, and it was noted

that the retaining wall and other features ought to be redesigned in connection with this. (Report attached)

House - Penny TeSelle reported that new brass trash receptacles will be ordered for the first floor elevators. Sheers in the hallway have been cleaned. Service awards and presidential plaques have been rehung, thanks to Rich, on a more spacious wall. (Report attached)

Library - Dee Batey reported that the library has been reorganized because of the increased number of donations; VHS tapes are to be phased out because of the popularity of DVDs. During the month 131 books and 72 DVDs were checked out. (Report attached)

Health Care - Bill Proops reported that special attention has been given to the call light system in Health Care, to assure patients that their message has been received (this is a special problem on nights and weekends). Randy Brill is exploring ways other health care facilities deal with this and similar issues. (Report attached)

Marketing - Lea Ann Grismore reported that Mary Mallen will move into #114 around April 1; Marcia Volow into #202 in early March; Katrin Bean into #215 at a time not yet known; Joe and Sylvia Salanitro into #327 in mid-April; and Frank and Ann Gulley into #504 in mid-April.

Old Business

President Cardy Davis noted that the Resident Handbook and the Telephone Directory had been updated and distributed. Winners of the Chili Cookoff were Bill Applegarth and Holly Gates. A Town Meeting was held in February to say thanks to Tim Shelly and hello to Joan Stephens. In addition, the pool table in the Game Room has been rehabilitated.

New Business

The Executive Committee met to nominate a resident member of the Richland Place board. It was suggested that Lavonne Tarleton be nominated to replace Gene Clark, whose term is ending. It was moved, seconded, and voted without dissent to nominate Lavonne Tarleton and recommend that she be approved by the board.

Next Meetings

Town Hall Meeting, Thursday, March 15, 2017, at 3 p.m. on responses to the Resident Satisfaction Survey

Residents Council Meeting, Monday, March 27, 2017, at 3 p.m.

There being no further business, the meeting was adjourned at 4:10 p.m.

Respectfully submitted,

Gene TeSelle, Secretary

Agenda for Monday, February 27, 2017

Richland Place Residents Council

- President's Remarks
- Vice President's Report
- Secretary's January Minutes
- Treasurer's Report

Floor Representatives: 1st: Elaine Sanders, Libby Nicholson. 2nd: Irma Bolster, Peggy Runger. 3rd: Shirley Watts, Barbara Holzman. 4th: Anna Durham, Frances Duvall. 5th: Barbara Sampson, Carolyn Brakefield.

Committee Chairs

Activities	Ellamarie Parkison
Building	Lavonne Tarleton
Communication	Denise Dowell
Finance & Management	Roger Graham
Flowers	Sylvia Graham
Food	Jane Wert
Gifts and Memorials	Joan Thomas
Grounds	Gary Chunn
House	Penny TeSelle
Library	Dee Batey
Health Care	Bill Proops
Marketing	Lea Ann Grismore
Management	Joan Stephens

- Old Business
 - Thank you for Residents Handbook and Telephone Book Updates
 - Answers to Questions from Town Hall on move to Health Care
 - Chili Cook Off Winners: Bill Applegarth and Holly Gates
 - February Town Hall for Tim Shelly and Joan Stephens
 - Renovation of Pool Table
- New Business
 - March Town Hall: Review of Residents Survey Results
 - Committee Chair reports on Committee goals for 2017
 - Vote on Resident Nominee for Richland Place Board

Next Council Meeting: Monday, March 27, 2017 at 3:00 p.m.

Bring Agenda to Council Meeting - February 27, 2017, at 3:00 p.m

Richland Place Residents Council
Treasurer's Report
February 27, 2017

Funds	Beginning Balance	Gifts	Expenditures	Change in Balance	Ending Balance
Art	\$356.07			\$0.00	\$356.07
Flower	\$4,417.05		\$32.70	-\$32.70	\$4,384.35
Grounds	\$2,085.32	\$300.00		\$300.00	\$2,385.32
Library	\$1,888.59	\$100.00	\$24.50	\$75.50	\$1,964.09
General	\$5,817.92		\$44.45	-\$44.45	\$5,773.47
Holiday	\$70.00	\$25.00		\$25.00	\$95.00
TOTAL	\$14,634.95	\$425.00	\$101.65	\$323.35	\$14,958.30

Activity Committee Report

February 21, 2017

Present: Mary Chunn, Peggy Runger, Irma Bolster, Joan Thomas, Sylvia Graham, Barbara Holzman, Ellamarie Parkison, Camille Volkert,

Listed below are **projected activities** for March, 2017. All dates are tentative and subject to change. Most regularly scheduled activities (Exercise, Billiards, Bingo, Bridge (2nd Tues.) and Mahjong (every Tues.) Trivia, Workshops, Symphony coach, Fourth Friday Book Club, Regions Bank, etc.) are not listed.

March 1 - Blair String Quartet
March 6 - Low Vision Specialists speak on technological advances
March 9 - Craft - Making paper flowers for Spring Fling
March 10 - Hillsboro Village/Belmont Tour led by Gene TeSelle
March 13 - Genetic Testing presentation by David Dowell
March 14 - Lunch Bunch to Coco's Italian Restaurant
March 14 - Blair Vocal Recital (afternoon - 1:15)
March 15 - Town Hall Meeting (presenting survey results)
March 17 - Coach to Symphony
March 20 - Essential Tremor Talk by Jim Crowley (perhaps form support group)
March 21 - Spring Fling mixer
March 22 - Trip to Arrington Vineyard for wine tasting
March 23 - Movie Night (Florence Foster Jenkins)
March 24 - Fourth Friday Book Club
March 27 - Resident Council meeting
March 28 - Birthday Dinner
March 31 - Coach to symphony

Future possible March events include:

March 31 - Coach to cheekwood if tulips are in bloom

Other items discussed: Adding Thursday evening coach to symphony because there are too many for the coach to transport on Friday. Camille has already added this and has several residents signed up.

We pondered how to be sure new residents are invited to sit at tables with present residents at parties. Suggestions welcome.

Next meeting: Wednesday, March 15, 9:30 in Craft Room

Goal for 2017

The goal of the activity committee is to provide activities that will entertain, educate, and promote interactive community among residents. We will do so by carrying on established traditions and bringing in new ideas which will give opportunity for fresh and creative experiences to further the above goal.

BUILDING COMMITTEE MINUTES

February 24, 2017

The February Building Committee meeting was called to order at 11:00 AM. The following members were present: Debbie Reitingger, 402; Cardy Davis, 300; Lem Tanksley; Gene Clark, 207; Sam Kayser, 228; Christina Jones; Joan Stephens; Rich Abell; Lavonne Tarleton, 306, Chairman.

Our new director Joan Stephens was introduced to the Committee. A short discussion of the role of the Building Committee occurred.

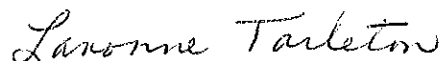
Lester Smith raised the issue of protecting the apartments on the first floor from smoke in the event of a 1st floor fire. Joan Stephens will contact NHC's fire safety people and see if we should have automatic closures on the entrance doors to the 2 apartment wings.

Debbie Reitingger discussed the newly purchased parking tags. They are very hard to see, let alone read. Joan Stephens will look into an alternative. We are anxious to get IDs on partners and caregivers cars so we can get their cars off Elmington Avenue.

We discussed our committee's priorities for 2017. We want the outside doors in the dining room sunroom replaced. We want the entrance floor between the double doors replaced. We would like to see the problem of the heavy doors to the 1st floor bathrooms solved. We would like the outside windows washed this Spring. We would like parking on Elmington Ave. reduced or eliminated; this may mean building a new parking lot behind the Health Care building or enforcing parking rules by using parking stickers.

The meeting was adjourned at 11:55 AM.

Respectfully submitted,



Lavonne Tarleton, Chairman

Communications Committee Report
February 27, 2017

The Resident Handbook has been printed and distributed. There was a slight hiccup in the printing part of the distribution which resulted in having to reprint the 3rd floor copies. There was a misfeed in the printer and I did not notice that all the copies after I cleared the misfeed had 2 pages missing. I would like to thank Janis Spivey and Jack Robinson for their help. I also thank the floor reps for their help in distributing the copies to residents on their floor.

I am keeping a list of residents' comments about new information to be added to the Resident Handbook. My plan is to meet with Jack Robinson and Janis Spivey at some interval (3 mos? 6 mos?) to decide what needs to be updated. At that point we will discuss suggestions that have been communicated to me. It would be helpful to have requests and comments sent to me via email or a note in my cubby, #509. It is hard to remember what was told to me as I am walking down the hall. By the time I get home I may have forgotten the details. Same goes for voice mail. I would prefer it in writing.

The OneCall system was used again and it was a success. I used it to let residents know that Freddy would be checking the pull cord emergency system during the week. OneCall contract ends 3/17/17 and a decision must be made whether to renew it for another year. The cost is \$774.18 yearly. Richland Place paid for it last year, not the Council.

Should the Memorial List of deceased residents be kept up?

I was asked if we could have some way of disseminating information on residents when they are in the hospital or have health issues. Teresa Brewer is not able to answer questions about the health of residents, but we, as residents, could post info somewhere that could be checked if the resident has given permission. That might slow the rumor mill down a bit. When Dave had his surgery and then spiked a 104.5 fever and had to be taken by ambulance to St. Thomas all kinds of rumors ensued. We have no problem giving blanket permission for people to know, at least we would have the correct info.

Respectfully submitted,

Denise Dowell, Chair
Janis Spivey, Assistant Chair
Debbie Reitinger, Worker Bee
Dixie Dogg Spivey, Loafer #1

Report of the Richland Place Finance and Management Committee

Meeting Held February 24, 2017

Members Present:

Roger Graham, Chairman

Lem Tanksley

Cardy Davis

Lavonne Tarleton

Bill Proops

Irma Bolster

Christina Jones, ex officio

Joan Stephens, ex officio

1. The Committee reviewed financial results through December 31, 2016. Occupancies continued at high levels, with the Health Center at 95.59% for December and Independent Living at 96.96%. For the year, the Health Center was 95.67% and Independent Living at 98.38%. December net income was more than \$102K for the Health Center and \$48K for Independent Living. For the year, net income for the Health Center was \$730K and Independent Living \$3K.
2. There was extensive conversation concerning parking. The next step will be for Richland Place to approach the State of Tennessee for permission to use a portion of the Interstate 440 right of way for Richland Place parking. We believe that we have a couple of good connections with a very high level official in state government that could be helpful in this regard.
3. We received the results of the recent Resident Satisfaction Survey. Those results will be presented to all residents by Cardy Davis during the next Town Hall Meeting scheduled for March 15, 2017. We will distribute individual comments to the appropriate Residence Council Committee Chairs. Our objectives for this survey are to determine which areas need improvement, then follow through to implement as many improvements as possible.
4. We also discussed the need to expand our Rehabilitation Gym. Although this project is next in line after parking expansion, the Committee believes that preliminary engineering work should begin in 2017.
5. Goals for the Finance and Management Committee for 2017:
 - Facilitate tangible progress on parking solutions
 - Facilitate progress on preliminary engineering for Rehab expansion
 - Disseminate Satisfaction Survey results to appropriate committees

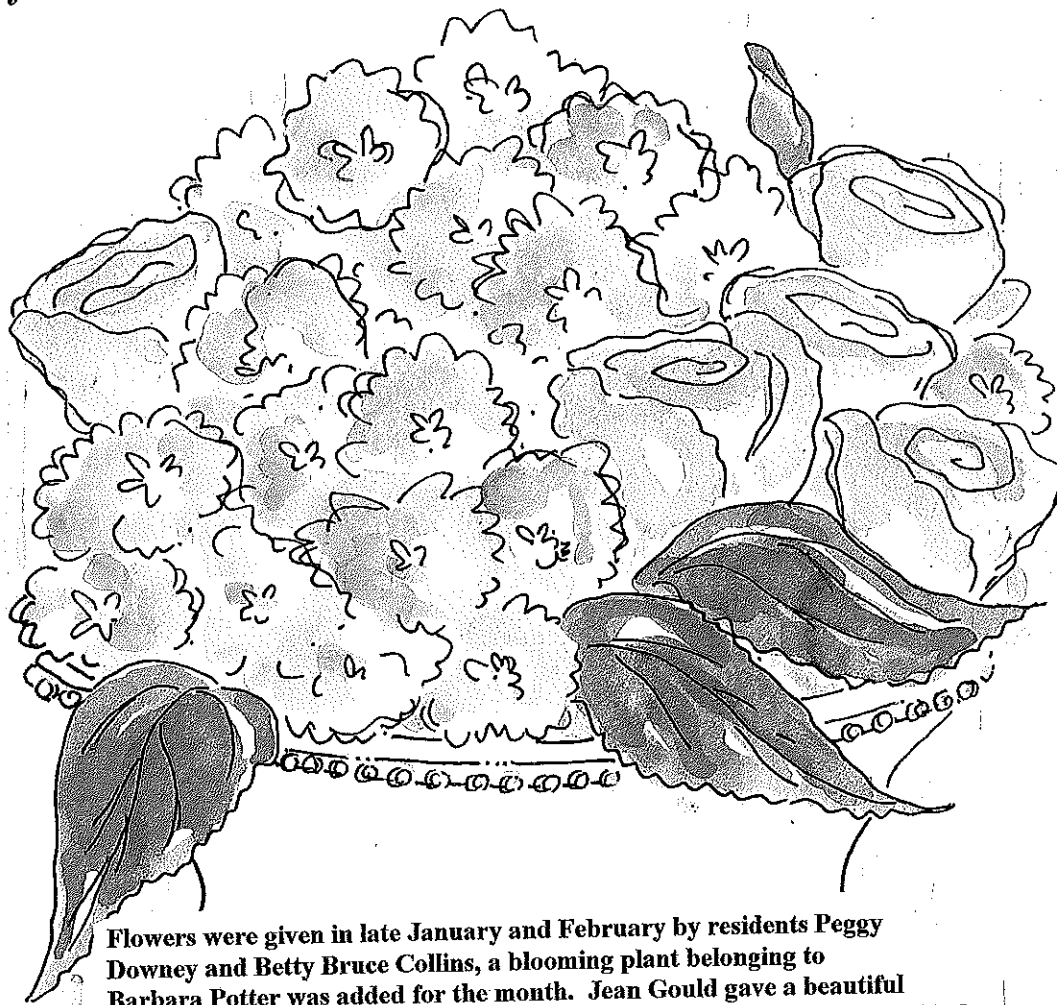
- Devote more time and attention to management challenges and qualitative items, with less emphasis on strictly financial matters.



Roger Graham
Chairman

Flower Committee Report- February 2017

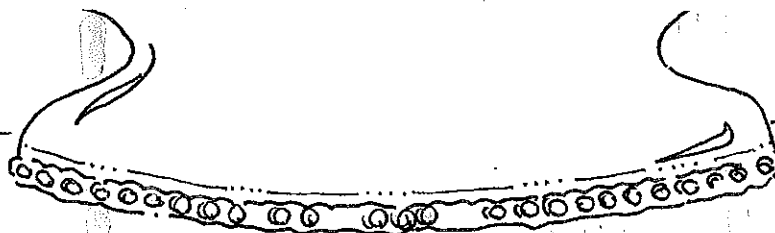
Goal for the year; Beautify the public areas of Richland Place with fresh flowers, especially in the atrium and frequently the dining room areas; these will be arranged and maintained daily.



Flowers were given in late January and February by residents Peggy Downey and Betty Bruce Collins, a blooming plant belonging to Barbara Potter was added for the month. Jean Gould gave a beautiful vase and copper plant container. One Sunday the flower donor at West End United Methodist Church asked members of the congregation to take a flower home with them. The committee purchased flowers for the center arrangement from Trader Joe's.

Members of the committee assisted Camille with cleaning and arranging the craft room; it looks wonderful and bright for residents to enjoy.

Several residents continue to transport the flowers from the church. The committee assisted with table arrangements in the Julia dining room of the Health Care Center.



Food Committee Report- February

The Food Committee met February 15, 2017.

Several issues were dealt with which were brought to the committee as follows:

1. Because of allergies or special likes or dislikes, it was requested that fruit be separated into containers in the kitchen such as vegetables are for the salad bar so that residents may order exactly what they desire. This is being done.
2. The question of rolls not being warm when served, especially at the monthly parties, was brought up. After consulting Meredith, it was decided that residents should make a special request that the server warm the bread before serving it. At the parties the rolls will be served on the plate with the main course rather than be in a basket.
3. A general request was made to have less breaded main courses and less food served with sauces. Now the sauces will be served on the side whenever possible.
4. Servers will be reminded that residents are to take 2 boxes only when requesting take-out from the dining room after a meal there.
5. The committee discussed the need for a short questionnaire regarding the special food needs of residents: e.g. lactose intolerance, diabetes, allergies etc. One will be offered next month for anyone who desires to fill it out and the results will be used to determine what kind of special foods the kitchen may want to stock.

In response to Cardy Davis' request for each committee to determine one accomplishment for the year, we decided the following:

The Food Committee wishes to address the dietary needs of residents and provide choices on the daily menu which would accommodate those needs while always providing meals that are healthy, attractive, and delicious.

Again, the committee urges residents to fill out the cards at the table whenever something is especially good or if there is a problem with the meal. Without input from those who eat at Richland Place, it is difficult to offer menus and food that is pleasing.

Gifts/Memorials
January 26, 2017 - February 26, 2017
Submitted by Joan Thomas

Grounds	\$325.00
Holiday	\$65.00
Library	\$100.00
Grand Total	\$490.00

Gifts/Memorials
2017
Submitted by Joan Thomas

Flower	\$100.00
Grounds	\$560.00
Holiday	\$105.00
Library	\$275.00
Grand Total	\$1,040.00

Gifts/Memorials
2017 - By Month
Submitted by Joan Thomas

1	\$550.00
2	\$490.00
Grand Total	\$1,040.00

GROUNDS COMMITTEE REPORT FOR FEBRUARY 2017

MEETING DATE: WEDNESDAY FEB 22, 2017 AT 10 AM

MEMBERS: Gary Chunn, Tim Shelly, Joan Stephens, Christina Jones and Nolan Wright (LSI)

1. FLOWER BEDS---The flower beds were planted twice last October/November and looked very good after the second planting. The big question is why the flower beds at the entrance and around the front fountain now (2/17/17) look so inadequate and the flower beds at the entrance to the Grove facility next door are so vibrant and flourishing. Could it be that the grounds service next door uses better quality plants? The plants at each site are similar i.e. violas.

2. Grounds lighting---The major complaint is there is inadequate lighting especially at the northwest corner of the west wing. A study of the ground lighting reveals that since the 15 ft lamp posts were installed throughout the Richland Place grounds over 20 years ago the surrounding trees have grown to block a good % of the light emanating from many of the lamp posts.

Proposed solution---raise the tree canopies of trees that affect the lighting to 16 feet and remove all branches that prevent 180 degree light pattern. Trees have grown up and surrounded a few lights. Completely remove these trees.

3. LSI removed the fall leaves around the pool in early January or late December. They did not remove the leaves on the inside front grounds of the East and West wings. The problem is the willow trees lay down a blanket of leaves that suffocate the grass beneath. This is already a difficult area to grow grass and it takes very little to make the matter worse. In addition the LSI work crew blew the leaves in the area to the right of the Health Care entrance into a pile and left them there for the next 6 weeks.

Reconsider thinning the willow trees on the north side of the east wing allow more light to enter this area. Grass will not grow without light! Reseed the ground on north side of the east wing

4. Winter pruning.--- LSI came by Wed Feb 8, 2017 and pruned back the ornamental grass around the front and back fountains and removed the leftover fall leaves on the grounds. They did not prune the boxwoods especially around the fountain in the back patio.

5. There are approx. 80 holly trees that require yearly pruning at least by 4-6 feet. These trees should be cut back so they do not extend above the first floor. This effort requires a special proposal beyond the regular grounds contract. The occupant of apartment 328 requests that the tree in front of her patio be topped, she claims she gets this service yearly.

6. SPECIAL GOAL FOR 2017---Finish getting approval from the State of TN for the use of the right of way behind the Health Center and next to I 440. The area in question will allow for parking for up to 30 cars. Once this approval is obtained the plans to clean up the area where all the trash bins are kept should be

implemented. Both of these areas should be considered together. The retaining wall along the right side of the drive in back of the Health center should be extended northward to the brick enclosure housing the natural gas meter. There should be a space of approx 6-8ft between the retaining wall and the fence on the Richland Place property line. Doing this will not only vastly improve the looks of this area but will allow the storage buildings for the trash bins to be moved back leaving a much better operational area for the many truck, service vehicles and ambulances that frequent this area. A path should also be provided for personnel going from the health Center to the additional parking area. Consideration should also be given to renovating the dining room patio area as a part of a total upgrade for the back area in question. As a minimum the azaleas along the back of the sun room are in need of replacement.

G. Chunn

House Committee

February 14, 2017

9:45am

Present: Penny TeSelle, Gail Lavelly, Frances Duvall. LeeAnn Grismore, Bob and Rich

Absent: Midge Folger, Deb Reitinger

A request for new brass trash receptacles for first floor elevators was discussed.

Recycling is doing better

Sheers in DR hallway have been cleaned

Rich was thanked for hanging the service award and president plaques in a neww location.

The next meeting wil be March 14, 2017 at 9:45am

Respectfully submitted,

Penny TeSelle

LIBRARY COMMITTEE REPORT FOR FEBRUARY, 2017

The Library Committee met on February 6 at 3:00 PM

Present were: Dee Batey, Denise Dowell, Janis Spivey, Shirley Watts, Barbara Holzman, Penny TeSelle, Kathryn Smith, Martha Lowe, Lottie Strupp. Absent: EJay Vidrine.

We welcomed Martha Lowe as a new member to our committee. She will be working with Janis Spivey in the organization and management of our extensive DVD collection.

Our monthly statistics for January: New additions: **75** books and **14** DVDs

Circulation: **131** books and **72** movies were checked out

We also reported the circulation figures for **2016: Books – 1,691 Movies – 1,202**

(It is significant to note the increasing usage of our movie collection, and these figures represent usage in both the Independent Living and the Health Center.)

Major rearrangement of library shelving:

Our DVD movie collection has increased substantially in recent years. Including donations and purchases, we added over 150 movies last year. It became obvious that we needed more space, so we've done some major rearrangements in the second room of the library, moving all of the DVD collection of movies and documentaries onto the center shelves, where they can be organized together. We currently have a total of 913 DVDs, and this entire collection is now housed in the center shelves of the second Library room.

This has also freed two sections of shelving around the walls to allow more space for our ever-expanding fiction collection. The large closets in both rooms have now been made more open and available for display by the removal of the folding doors, and rearranging the wide shelving that was in place there. Several of the larger "specialized collections" have been put there, with identifying shelf labels, which makes them much more noticeable and available.

Most of our residents no longer have a VHS player, so the movies in the old VHS format were seldom checked out. Because needed the space, we decided to eliminate them, and replace some of best titles in the DVD format. The old VHS collection will be put out on a table for any of our residents to take.

Submitted by Dee Batey, Library Chairman

Subj: Minutes of February 16, 2017 Health Care Group Meeting
Date: 2/16/2017 2:16:29 P.M. Central Standard Time
From: crd2921@gmail.com
To: WPROOPS@aol.com, rogergraham@comcast.net, rsmith23@comcast.net,
aaron.brill@vanderbilt.edu, snehaprabhar@yahoo.com, pershing83@comcast.net,
cjones@richlandplace.com, crd2921@gmail.com

Attendees at Meeting: Proops, Graham, Smith, Brill, Davis

Two documents e-mailed by Christina Jones to Bill Proops on 2/3/17, relating to changes she is implementing, and call light answer time were reviewed. The attendees would like Christina to elaborate on these documents in the next meeting. Documents from Christina will be put in your mail box

The call light response time received a great deal of discussion. Most of the discussion was on the need for patients to be able to speak to a nurse when they pushed the call button. Numerous ideas of how this could be done were discussed. Attendees felt that most medical facilities allow the patient to talk to a nurse through the call device or some other means. It was felt that not having the Nurses Station manned by someone 24/7 was a cause of the problem managing calls from patients. It appears that the ability to respond to a patient's call quickly is only marginal for 8 hours per day, and less than marginal the remaining 16 hours of the day. Its was also felt that having a full staff of nurses for only 8 hours Monday through Friday, and a full staff at no time on weekends was a problem. Patients need their calls responded to quickly 24/7, and not just for 8 hours Monday thru Friday. The attendees would like for Christina to provide information on staffing, shifts, and headcount reduction on weekends. It was felt that much could be learned from an intensive look at other health care facilities on how they deal with similar issues. It would appear that other NHC facilities could be a gold mine.

The attendees felt it might be helpful to have Joan Stephens join our Group based on her experience at other Health Care Facilities.

Our next meeting will be the 1st Thursday in March, which is March 2 at 10:00 AM.

I apologize in advance for any incorrect details in these Minutes. It is entirely possible that we may not have all the facts correct. What I have here are my recollections of what occurred in the meeting.

Respectfully submitted

Cardy Davis

One of the Rotating Group Secretaries

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RESIDENT COUNCIL
MARKETING REPORT
FEBRUARY 2017

Reserved Units:

- 202- Marcia Volow- move in the week of 3/6-3/10
- 114- Mary Mallen- move in April 1st
- 327- Joe and Sylvia Salanitro- mid April
- 506- Frank and Anne Gulley- mid April
- 215- Katrin Bean- move in date unknown at this time

Currently we do not have any available apartments.
There are currently 122 people on the waitlist.

We are quoting approximately a one year wait for a One
Bedroom A and at least two years for anything larger.

Respectfully Submitted,


Lea Ann Grismore

Attendance Sheet
Richland Place Residents Council

Date: 2/27/2017

- Batey, Dee
- Bolster, Irma
- Brakefield, Carolyn
- Chunn, Gary
- Clark, Gene
- Clark, Jim
- Davis, Cardy
- Dowell, Denise
- Durham, Anna
- Duvall, Frances
- Gillum, Sara
- Graham, Roger
- Graham, Sylvia
- Grismore, Lea Ann

- Holzman, Barbara
- Nicholson, Libby
- Parkison, Ella Marie
- Robinson, Jack
- Runger, Peggy
- Sampson, Barbara
- Sanders, Elaine
- Shelly, Tim *Stephens, Joan*
- Tarleton, Lavonne
- TeSelle, Gene
- TeSelle, Penny
- Thomas, Joan
- Watts, Shirley
- Wert, Jane

Guests: *Solvia Segimbalan*
Janice Moore
Charlette BAUM
Deb Icki