

## Listening Post Guidelines for Residents (2023-24)

Listening Post provides an opportunity for Kendal residents to get help from fellow residents. A resident who has tried to get help for an issue, or simply doesn't know where to turn, can request a confidential conversation with two KRA Board members through Listening Post. **The first question you will be asked is what action you have already taken.** Before seeking help from Listening Post, please contact the appropriate support to discuss your issue.

PROBLEM NATURE	TRY THIS CONTACT FIRST
Maintenance and Grounds	Bruce Carter (610-388-5560)
Dining	<ul style="list-style-type: none"><li>Culinary Committee (Marilyn van Renterghem #17)</li><li>Comment Card <a href="https://www.kalresweb.org/homepage/dining-comment-form/">https://www.kalresweb.org/homepage/dining-comment-form/</a>,</li><li>Steve Wandishin (610-388-5520)</li></ul>
Health Care (general issues)	Health Services Collaborative (Carolyn Gibson #218)
Safety Concerns	Safety Committee (Jim Zawicki #250) <b>If Urgent</b> , Bruce Carter (610-388-5560) or Westmorland (610-388-5522)
Environmental Services (Housekeeping)	Walt Sylvester (610-388-5015) Molly Swift (610-388-5019)
Interior Design	Interior Design Committee (Linda Steelman #1 and Laurie Graham #144)
Committees of KRA	KRA President (Frank Czeiner #277)
Wellness/Personal Coaching	Vitalize 360 (Lathie Gannon, 610-388-5653)
Campus Revitalization	Seth Beaver (610-388-5512)
Communications Technology	James Craig (610-388-5611)
Technology Support	Alex Moreno (610 388 5001)

For problems that remain unresolved, you may take your concern to Listening Post, which meets on the last Monday of the month from 9:30 to 10:30 a.m. in the Conference Room. A sign placed outside the Conference Room will indicate where residents are to wait. The doors to the Conference Room are kept closed. Facemasks will be required during the pandemic.

It may be useful to prepare with notes on description of the concern, steps taken to resolve the issue and what is hoped for in a resolution.

When it is your turn, two KRA Board members will discuss your concern with you. Your name will be kept confidential. If resolving the issue requires action by the KRA or other group, you will be informed of the follow-up. Often the issue can be resolved during the Listening Post session.

The issue and resolution will be reported at the next KRA Board session, but not including your personal information unless you give permission.

July 6, 2023