

**Minutes of the KRA Board Meeting
September 11 2023
on Zoom**

Board Members: Frank Czeiner, Carolyn Gibson, Fred Thompson, Marj McCann, Marilyn van Renterghem, Ellen Gay, Richard King, Dave Elder, Tat Smith, Gretchen Wright, Beth Frederick, Betsy Wenny, Daniel Kegan, Ellen Shillinglaw,

Absent: Steve Michaels, Jeff Lavine, Libby Rupp

Administration: Lisa Marsilio, CEO, Donna Taylor, Chief Health Officer, Michele Berardi, Director of Public Relations; Roy Manno, Director of Facilities, Quiana Pettiford, Senior Director of Human Resources

Absent: Ed Plasha, CFO, Seth Beaver, Vice President for Community Affairs

Crosslands Observers: Joan Applegate

President Frank Czeiner welcomed residents, staff, guests, and Crosslands observer, Joan Applegate, and new residents Kathleen Turner 121, Judy Harold and John Beaton 55, Mary Dowse 194, Roberta Yorker Smith 75, Carolyn Mason 208, Mary Markel 130, Bob and Carla Myerson 299. A moment of silence was observed in memory of residents Nancy Ligo, Graham Jeffries, Jose Hernandez Alvarez, Deborah Vaughan.

After a moment of silence the minutes of the June KRA meeting were approved by the Board.

President's Report:

Many events have and will be taking place here to commemorate the 50th Anniversary of the founding of Kendal at Longwood. Major celebratory events scheduled in October include three sponsored by the culinary staff with decorations provided by Steve Wandishin including:

Thursday, Oct 5: spectacular hors d'oeuvres in the auditorium followed by a light dinner in the dining room.

Thursday, Oct. 12: a celebratory dinner menu created by Executive Chef, Colin Moran, served in various venues.

Thursday, Oct. 19: 50th Anniversary cake and ice cream with a coffee bar and desserts served in the auditorium. Staff and spouses are invited to the Oct. 5 and Oct 19 events.

The KCC Board will sponsor a celebration for residents, staff and KCC Board members with food stations throughout the Kendal Center and in the auditorium on Wednesday, Oct 25 from 1:00 to 3:00 p.m. They will also sponsor a luncheon for local leaders on Thursday, Oct. 26. Information will be posted on the website.

Because of the KCC disaffiliation with Kendal Corp a new KCC values booklet expressing our community values is being developed. A team of approximately 150 residents, staff and KCC Board members created a draft over the summer which was presented to both Kendal and Crosslands by Lisa Marsilio and Michele Berardi on August 22 with comments requested by Friday, Sept 8 resulting in a revision that will be reviewed by the KCC Board at their next meeting. An informative letter by Rick Spackman, KCC Board Clerk, is posted on the resident website under "News You Can Use". Frank encouraged reading it.

On Sept 6, Seth Beaver, Ed Plasha and the architects gave us an update on the new health center. The focus was on the outside common areas and the apartments under the health center. The presentation was recorded and is available on the Kendal resident website.

The Covid lockdown weakened our process for welcoming new residents. Richard King took on this issue and gave a report:

Welcoming:

Richard King explained there has been a failure in the flow of information between departments and committees. One of the goals is a learning process for the greeters, new residents and co-managers. Feedback should enable learning what works to the benefit of residents.

President Elect's Report: President Elect, Carolyn Gibson introduced activity group reports of programs in the auditorium.

Monday Topics – Judy Hinds gave report.

Playreaders – Barbara Marshall gave report.

Pre- Kendal Memories- Terry Gonzalez gave a report.

Women's Ink- Gretchen Wright gave a report.

In addition:

The Currents Newsletter – Susanna Davison gave a report.

The Committee Fair was deferred till October.

Treasurer's Report: Treasurer, Fred Thompson presented the end of year Treasurer's Report.

Because expenses were less than budgeted, we had a variance of less than \$18,000. Instead of the budgeted deficit of \$36,500 the deficit was \$18,300 leaving us in a strong enough financial position to enable us to develop a budget for this year including all the committee requests. July and August had minimal activity as expected. Miscellaneous contributions in July included a large donation from the book exchange. The Treasurer's Reports are posted on the KRA page of the website.

Bill Pay Form and Explanation: Payments from the KRA may be for reimbursement of expenses made by residents on behalf of committee activities or may be made directly to performers, service vendors, subscriptions or service fees for copier maintenance, etc. Payment should be requested by filling out the Request for Payment form to be found on our website under the Contact/Forms tab and attaching documentation such as receipts and invoices and forwarding the forms to the Treasurer via email. Paper Request for Payment forms may be found in the KRA Forms open box to be completed and placed in the Treasurer's open box #35. For security purposes, checks written to residents are left with Reception and a note placed in the resident's open box.

Audit Report: As per KRA bylaws, an annual review of KRA financials were conducted by the audit committee. The report stated "Both the KRA and Gateway Shop appear well managed, well controlled and functioning smoothly." The following recommendations were made: "Gateway Shop financial information should be shared with the KRA Treasurer on a more regular schedule and reported to the membership as part of the Treasurer's Report." Response: In the future the Treasurer's Report will include the appropriate Gateway Shop financial information.

"We should question whether the activities of certain KRA revenue generating committees, particularly The Shed, are subject to sales tax." Response: The Budget and Finance Committee is reviewing this question and will report at a future meeting. Any questions or comments on the audit should be referred to Jeff Lavine. The Budget and Finance Report was deferred till October.

Standing Committee Reports:

Communications Committee- Viibrant change- Betty Warner: The Communication Committee is responsible for the website, zoom, and other activities specifically related to communications. The website was created in December 2014 with software development assisted by a company called Internet Research and Development (Internet RnD). A year ago, the website editors realized that the website content and workload had expanded beyond the original mission which was to provide resident information to residents. This additional workload required assistance. In response, the Administration hired an internet provider called Viibrant to handle information coming to the residents from the Administration. Because there were difficulties, a change is being made from KCC Viibrant to KCC Connect provided by Internet RnD starting September 20.

Appointments Committee- Gretchen Wright: The Appointments Committee is charged with identifying qualified candidates to serve on KRA collaborative committees, four campus collaborative committees, and certain KCC Board committees which have resident members. The names of the candidates identified by the Appointments committee are then submitted to the KRA Board, which makes the appointment to KRA committees and recommends candidates to the KCC Board, and its committees. As vacancies come up, they post flyers describing the vacancy and asking residents to submit an application to a member of the Appointments Committee.

The Join Us form, which is sent to new residents after they have been here for six months to discover their subjects of interest have not been useful because few people have returned them. The committee will try to develop new ways to determine the interests of new and existing residents.

Listening Post Report: The Listening Post takes place on the fourth Monday of each month from 9:30 to 10:30 in the Conference Room. Carolyn Gibson explained that there was no Listening Post in August and therefore no report. The Listening Post provides residents with the opportunity to meet with Board members privately and behind closed doors to discuss an issue confidentially that they haven't been able to resolve on their own. The KRA section of the Kendal website has an explanation of the process and a list of the contacts that can assist with solving various kinds of problems. A report is given at the next Board meeting excluding the name of the resident unless otherwise permitted by the resident.

CRA Observer Report: Dave Elder reported on the CRA Meeting of September 5 held one day later than usual because of the Labor Day holiday and totally on Zoom because of the situation with the escaped prisoner. The first 10 or 15 minutes was given over to the Administration to enable them to explain the safety precautions being taken. Residents requested an extension from the KCC Board to respond to the preliminary Values booklet. The CRA agenda was similar to the KRA agenda.

Administrative Reports:

Lisa Marsilio thanked everyone for their cooperation during the challenging week and a half. With the help of resident cooperation and the team working in the command center we were able to navigate through what could have been an even more challenging situation. Residents safety is always primary. She wanted to acknowledge Roy Manno publicly for his leadership in keeping the community safe.

Roy Manno reported that after the prisoner escaped, we went into lockdown position, using Single Wire and email notifications. Upon learning that he was practically in our back yard the Command Center was activated and staffed by 27 KCC staff members 24/7. We were in close contact with the authorities. State police were on campus. The leadership team met twice a day as well as numerous calls and text messages to track progress, keep communications open and to decide how to keep residents informed. Roy wanted to commend the

residents who followed directions. If people are not following directions during a shelter in place, they not only put themselves in danger, but staff in danger as well.

Lisa announced the KCC Board would meet September 12 at 4:00 p.m. She also recommended everyone read the memo from Rick Spackman. She was pleased with the number of residents who attended the Health Center presentation as well as residents' participation and comments on the Values booklet. The administration is working diligently on the budget hopefully to be done early in November. There will be more information on revitalization and the health center in the coming months.

Donna Taylor reminded everyone about the upcoming flu clinic on September 19 between 10:00 and noon for residents and staff. A couple of residents are recuperating from Covid at home. Information will be provided on the new Covid vaccine clinic. There will be a presentation on September 26 at 10:30 a.m. on the pharmacy transition of services.

Michele Berardi thanked residents for supportive emails and conversations and all who provided input for the values booklet. She responded to the common theme for word changes and the revised booklet was submitted to the KCC Board for review. She thanked the website editors for posting all the memos over the past 10 days. As regards the 50th Anniversary, we are excited to celebrate on Wednesday October 25 with residents and staff between 1:00 and 3:00 where they can mix and mingle with programming and speeches. On Thursday, October 26, we will host the broader community for a celebratory lunch. We did a story of the quilt and posted it on Facebook and it's getting a lot of comments and likes. This was also shared with the waitlist. As for outreach we recently sponsored a golf outing to raise money for local high school students. We support the new Kennett library. The Wilmington Alzheimer's walk is upcoming October 28 for which there will be a bus.

Quiana Pettiford reported that in June H. R. and Culinary service started a targeted approach to recruitment similar to the health services approach which has paid dividends. We have since hired 5 cooks. Cook positions have been the most difficult to fill.

This past summer we were able to re-introduce our Anne Perry internship program with three recipients. Two were internal candidates and one a student at West Chester University. The interns assisted in human resources, marketing, public relations and communications.

The Diversity, Equity, Inclusion and Belonging manager position was advertised through our website, Friends Services Alliance and Leading Age in July. We are hoping to start interviews in the next few weeks and have the position filled by year end.

In response to our leadership retreat last fall, we developed and implemented a supervisory training program. Our cohort was successful and ended last month. We are planning the second cohort to start in November.

Frank Czeiner reported that Lisa and Seth were on vacation at the start of the lockdown. They gave up their vacations to be here to support us and keep us safe. That sort of thing goes on behind the scenes and it's something most of us don't have the opportunity to recognize.

Announcements:

The October CRA observer will be Gretchen Wright.

The September 25 Listening Post will be staffed by Steve Michaels and Marj McCann

Questions and Comments:

Gretchen Wright announced that she has an extra place for the Continuing Care Retirement Council Meeting and any one interested in joining her and Betsy Wenny should let her know ASAP.

Michele Sullivan wanted to know how to thank public service workers who kept us safe during the emergency.

Betty Warner wanted to take this opportunity to applaud our staff, Roy Manno and Lisa for the amazing job they did keeping us safe. Residents on Zoom responded with shouts and applause.

Karen Halstead announced for the transportation department, for new residents, there is a sign up sheet for scheduled trips in the notebook across from the reception desk. With any transportation questions please call Richard Jackson 610 388 5602.

Louise Bennett wanted to thank for the one time summer get together.

Shout Outs:

Judy Hinds wanted to shout out to David Leonard and Kanta Bhatia for reviving the map in the hallway that has pins to indicate where residents lived outside the United States for more than six months.

Karen Halstead wanted to thank all the staff that worked so many hours.

Respectfully submitted,
Marilyn van Renterghem

