

**GHBC Resident Council Business Meeting**  
**March 4, 2024, 10:00 a.m.**  
**Boardroom**

- I. Chairman, Mike Molino called the meeting to order at 10a.m. Members present include: M. Molino. M. Trunk, M. Gore, W. Knight, J. Gallagher, S. Michel, W. Gurney, D. Gurney, R. Warne, D. Massey, B. Harris, S. LaRue, M.Ahrens. Guests included: Cathy Irwin. Gail Davenport, Paul Gordon, Jean Reed, Christer Ahl.

Guests were greeted. Molino discussed the role of the council. Dialog is a big part of the job. Molino thanked all those who have reached out to him during the time since our last meeting. Molino also mentioned that we are retired and have volunteered to take on the responsibilities that we have on the council and on committees. If it comes to the point that the load becomes overwhelming, there should be no shame in resigning. If we stay in the position we must take on all the duties involved.

- II. Additions/corrections to the agenda: None

III. Reports

A. Survey group update was given by Walt Knight. The committee has begun data compilation. The response was up some from the survey of two years ago, Slightly above 50% participation from the community. Over 4000 individual comments received. The group will meet this evening to manage how the data can be best presented. They plan to present results to the Council, Once the Council has reviewed results will be sent to Committee Chairs and management prior to the April Community meeting. At that time results will be shared with the general community.

B. Liaison Report comments:

Sally Michel requested clarification of what form 990 covers from the Finance Committee report. It is an annual financial report Non-Profits must send to the IRS. It becomes a public record and is posted on several sites on the Internet. Anyone may request a copy. The organization may charge a fee to process the copy.

Sue LaRue who takes the minutes for that committee, added to the Grounds Committee Report that there are two annual garden parties: May 7, 2024 will be the Knoll Garden Party and July 9, 2024 will be the Garden Box Party.

She also mentioned that The Foundation has limited funds to re-imburse residents if they purchase non-spreading perennials for the Knoll and Butterfly Gardens. There are also funds to purchase communal tools that are stored in the garden shed. Our new groundskeeper, Court Manning, was introduced at the meeting as well.

Molino gave kudos to W. Gurney for an outstanding job coordinating the Liaison reports.

C. VIP lunches and cookies update: Lunches for March are set for Rob and Karen. Invites have gone out to both 4<sup>th</sup> floors for the March Coffee/Tea and Cookies with Chandra. The initial meetings with Chandra have gone well.

#### IV. Old Business

A. Ad hoc committee to update Council Bylaws and Charter was introduced by Molino. Sally Recinos as Past Council Chair will lead the group. She will contact other prior Council Chairs to participate in the review process. They will present recommendations to the current council for action as needed. The Council concurred in this appointment.

B. Updated schedule of Community Meetings was presented by Ahrens. March Community meeting will feature the Web site gurus. All members of the group will be present to describe how they keep the resident website functioning. April Meeting will be Survey Results. The planning committee will meet shortly to continue to plan for the rest of the year. Council member suggestions are welcome.

#### V. New Business

A. Review and act on updated Charters:

1. Fitness Committee charter was presented by Gore and unanimously approved.

2. Green Team charter was presented by W. Gurney and unanimously

approved.

3. Veteran's Committee charter was presented by D. Gurney and unanimously approved.

B. What actions should the Council take re: potential burn-out of volunteer leaders and inadequate staff support?

Molino prefaced this topic with the following: "Mission creep" is a military term for the slow increase of responsibilities without increasing resources. We experience that phenomenon when a volunteer takes a position and is so competent and so enjoys the job that she does so much that she can't possibly be followed by someone as capable or as willing as she. Carolyn Buttolph, may she R.I. P., did that in the Trips and Outings Committee. When a program is running well without staff, the staff will do other things. When that volunteer leaves, it's the responsibility of staff to get back into action and re-balance responsibilities. In discussing this topic, we need to concentrate on the outcomes rather than the details of how staff addresses what they are required to do.

Massey brought up several examples of recent occasions of volunteer burn out on the part of residents. Movie Committee continually struggles with IT issues to stream the movies. There is no coverage to assist with the technical connections needed to show films on nights and weekends.

Also affected by burnout is the Trips and Outings Group. The group has no staff support on trips. A resident was temporarily lost on a trip. Some residents need assistance to get to their seats. Volunteers should not be responsible for these types of things. Committee members suggested that Marketing staff not imply to prospects that GL provides the programs that are resident-led. There is also the question of billing for trips which is often left to volunteers.

Harris commented that all of this is a matter of balance. D. Gurney remarked that if we want staff to do more and it requires more staff, we will have our fees raised.

LaRue added that the Art Committee is finding that one person can not do all that current residents are expecting. Duties include activities on the second and

third floors as well as independent living resident classes, movies, and trips. Gallagher mentioned that the Community Service Committee does not have staff support. Steffan has come to meetings, and it may be his job, but his role has not been explained. At a Goodwin Living Community Service meeting the Board of Trustees Chair mentioned that we would be asked to participate in a more world-wide outreach for Community Service activities. Gallagher was not sure of Life Enrichment Department's responsibilities to this committee were. She did know that funds collected in the fall for the Thanksgiving and December outreach to our local community go through Life Enrichment.

Next steps include follow up with Justin. No further action until the survey results are tallied.

C. What actions should the Council take to advise management, regarding scheduling and announcing major events?

Trunk presented the yearly activity calendar developed by the Life Enrichment Department and asked what actions should the Council take to advise management, regarding scheduling and announcing major events? Should statistics be applied to get an idea of what activities are most popular? How do we allocate our resources, both staff and financial? Can the definition of Life Enrichment duties be reworked to better reflect what services residents want? Do we need to reactivate the Life Enrichment Committee to act on these issues? Please send comments to Trunk to begin this process.

D. Input to Report for the BOT meeting Mar 21 (due March 14).

Molino requested input on the Council report to the Board of Trustees. To continue the good work of Sally Recinos in these reports, he is looking for recent resident initiatives as well as ongoing initiatives. He would also like to hear about resident concerns and any items that you would like to congratulate someone for service over and above the normal.

Added: Molino also asked if the Council felt a need to continue the Fireside Chat meetings with Rob, monthly. The group unanimously agreed that meetings with Rob should continue. Warne suggested that if attendance is down to look at doing it quarterly. We need to encourage management

dialog.

The meeting was adjourned at 11:01 by Molino.

Respectively submitted,

Mar\_T Ahrens  
Secretary

## FITNESS COMMITTEE CHARTER

Originally approved by the GHBC Resident Council Nov. 2019

Revision approved \_\_\_\_\_

The Fitness Committee of the Resident Council supports and promotes physical fitness programs and activities at Goodwin House Bailey's Crossroads. The Committee meets monthly and as needed with the GHBC Fitness Center staff to meet its objectives.

### Committee Objectives:

To provide a forum for communication between residents and Fitness Center staff and GHBC administrative staff on topics relating to residents' physical fitness.

To assist and support residents in their efforts to maintain and improve physical fitness.

To assist and support Fitness Center staff in promoting and presenting fitness programs and activities.

To recommend and evaluate fitness programs, activities, facilities, and equipment.

## **Major Events Calendar**

What actions should the Council in advising management, regarding scheduling and announcing major events?

As noted in our in our Feb 22 report about our meeting with Justin,

- Life Enrichment has created an annual calendar of events.
- It will be updated as appropriate to include events as scheduled.
- We will be investigating whether we need a resident committee to advise on event scheduling.

One possible course of action is to charter a committee to dialogue with management regarding scheduling major events and activities, maintaining a calendar, and announcing major events and activities open to and intended for all or a high percentage of Independent Living residents.

## GHBC Events Calendar 2024

<b>JANUARY</b>		
MLK Day	Monday, January 15	Donations to Domestic Violence Shelter
Foundation sponsored Concert	Thursday, January 25	
<b>FEBRUARY</b>		
American Heart Month		Wear Red
Black History Month		Dancers, Poster Displays, Documentaries, Speakers
Great Decisions	Thursday, February 1	
Foundation Sponsored Concert	Thursday, February 7	
Mardi Gras	Tuesday, February 13	Band, Cocktail hour
Valentine's Day	Wednesday, February 14	Social, card workshop
Great Decisions	Thursday, February 15	
Presidents Day	Monday, February 19	Trivia, Presidential Art film
Great Decisions	Thursday, February 29	
<b>MARCH</b>		
Women's History Month		
Amy Andrews Concert	Wednesday, March 6	
International Women's Day	Friday, March 8	Speaker, Documentary
City Singers Concert	Saturday, March 9	
Ramadan	Starts Sunday, March 10	
Great Decisions	Thursday, March 14	
St. Patrick's Day	Sunday, March 17	Cocktail hour
Educational Jazz Concert	Monday, March 18	
St. Joseph's Day	Tuesday, March 19	
Purim	Saturday, March 23	
Great Decisions	Thursday, March 28	
Good Friday	Friday, March 29	
Easter	Sunday, March 31	Brunch
<b>APRIL</b>		
National Poetry Month		



World Autism Awareness Day	Tuesday, April 2	Wear Blue
Great Decisions	Thursday, April 11	
Spring Fling	Tuesday April 16 – Thursday, April 18	
Earth Day	Monday, April 22	Garden tours, Planting lessons, Earth Trivia
Passover	Monday, April 22	
Great Decisions	Thursday, April 25	
<b>MAY</b>		
Derby Day	Saturday, May 4	Horse betting, hat contest, cocktail party
Cinco de Mayo	Sunday, May 5	Mariachi Band, Happy Hour
Mother's Day	Sunday, May 12	Brunch
Balalaika Concert	Thursday, May 30	
<b>JUNE</b>		
Alzheimer's & Brain Health Awareness Month		
Pride Month		Band performance, parade, documentary
Flag Day	Friday, June 14	Retiring of Flags Ceremony
Father's Day	Sunday, June 16	Brunch
Juneteenth	Wednesday, June 19	Cook out, band
<b>JULY</b>		
4 <sup>TH</sup> of July	Thursday, July 4	Cook out, entertainment, games
Bastille Day	Sunday, July 14	Julien Xuereb performance/Catering
<b>AUGUST</b>		
National Night Out	Tuesday, August 6	
GL Outdoor Movie Night		
<b>SEPTEMBER</b>		
National Hispanic Heritage Month		Week-long event

Labor Day	Monday, September 2	Concert
September 11 <sup>th</sup> Remembrance	Wednesday, September 11	Steps challenge
Oktoberfest	September 21 – October 6	Beer tasting, Stein display, accordion player
<b>OCTOBER</b>		
Active Aging Week	Monday, September 30 – Friday, October 4	
Rosh Hashanah	Wednesday, October 2 – Friday, October 4	
World Mental Health Day	Thursday, October 11	
Yom Kippur	Friday, October 11	
Halloween	Thursday, October 31	Costume Parade and happy hour
<b>NOVEMBER</b>		
Diwali	Friday, November 1	
Veterans Day	Monday, November 11	Uniform Display
Transgender Day of Remembrance	Wednesday, November 20	
Thanksgiving	Thursday, November 23	
<b>DECEMBER</b>		
Annual Tree Lighting	TBD	Entertainment, catering
Hanukkah	Starts December 25 – January 2	
Feast of Seven Fishes	Tuesday, December 24	Dining Services
Christmas	Wednesday, December 25	
Kwanza	Last week of December	

## **February 2024 Liaison Reports**

### **MOVIE COMMITTEE REPORT—February 2024**

--Chair Alyce Bassoff distributed the Resident-Council-approved charter.

--Members noted that the movies are excellent, and the audience is growing—and the A/V problems continue. They agreed that the best resolution would be to have a staff member available to at least arrange the chairs and to ensure that the equipment is set up and IN WORKING ORDER before the audience arrives.

--Members agreed that the experiment of running a long movie in two sittings—before and after dinner—was successful with “Oppenheimer.” They will do that again with “Killers of the Flower Moon.”

--Attendees felt that the survey didn’t include questions that were specific enough to provide helpful information. Debbie Massey, a member of the RC Survey Committee, said that the survey will hopefully provide a base of useful, mostly generic, information; and that perhaps it can be followed with a committee-run focus group that would answer questions that are specific to Movie Committee issues.

--Annie Kurzius asked about having a discussion after the movies. To try out the idea, she agreed to lead a discussion following “Zone of Interest” when that is shown.

--Debbie Massey, RC Liaison

### **February 2024 - Liaison Reports by Bob Harris Marketing Committee**

Committee met on February 27.

Director of Marketing, Sue Dolton, updated the committee on occupancy, noting that we are likely to exceed the 96.1% occupancy rate that they have as their objective. (they have met or exceeded that objective many months)

Director of Marketing and Communication, Kathie Miller, outlined her responsibilities and recent achievements. Goodwin Living has a major ad in a recent Senior Living section of the Washington Post. GL is also developing a new website.

Several committee members expressed concern about how there appears to be a corporate policy that allocates a significantly higher percentage of Life Enrichment staff time to the second and third floors than to Independent Living Residents. Goodwin Living executives seem to believe that resident volunteers will attend to most, if not all details for such activities as Trips and Outings. This lack of staff-support contrasts with the staff-support offered by, e.g. the Jefferson and Greenspring communities.

Members stressed to Ms. Miller and Ms. Dolton how critical such support is and cautioned them to avoid implying that Goodwin Living staff members organize these activities if, in fact, they aren't.

**Recommendation:** This concern is obviously larger than the purview of the Marketing Committee. So as a member of the Council, I recommend that: that we discuss staff time allocation for support of resident activities in our committees, optimally with appropriate staff, and then, following those conversations, the Resident Council have a substantive discussion of these concerns.

### **Spiritual Life Committee**

The committee continues its series on the history of racism in the U.S.

### **Technology Committee February 2024 – W. Gurney**

1. We reviewed and revised our committee charter. It will be finalized at our next meeting.
2. J. Springmann and C. Biondolillo reported on their meeting with Computer Cprps.org that specializes helping adults [elders too] and Steffan Barahona has already engaged the for once-a-month help for residents, including PC platforms.
3. The Committee presented at the Feb. 13 Newcomers' meeting.
4. B. Chapins reminded us of the Resident IT videos about scams and announced several more are being created.
5. The new *small* presentation device on a cart for small group and small venues has arrived. It includes a camera and will be good for Zoom meetings. The French conversation group has already used it. It is of large rather than small proportions.
6. Announcements: Volunteers are needed to support the Bistro Bunch and make house calls. Attendees were encouraged to fill out the 2024 Council Survey.

### **REVISED**

### **24 GH FITNESS COMMITTEE LIASION REPORT – February-- Jane Gore Brief Highlights with Addendum**

- A. The Fitness Committee unanimously passed the following resolution

**The GHBC Fitness Committee supports the renovation design for the Auditorium, with the understanding that the current Fitness Space in the Auditorium will be maintained and further enhanced**

**by the proposed renovation.**

**The Auditorium is a multi-purpose Hall - not a true Auditorium with a stage, curtains, and wings. The Fitness Space is as important as the carpeted general function space.**

- B. The Fitness Committee Charter was reviewed, clarified, and revised with changes sent to the RC for approval.
- C. Fitness committee urged members to respond to Resident survey with suggestions to revise and improve layout and location of equipment in the fitness center; more classes on the use of new machines; and on-going, regular maintenance on current machines.
- D. Classes: descriptions are being updated to better describe levels of physical endurance required; outdoor walks will resume in March; discussion of better pool equipment storage
- E. Massage therapy: more increases for appointments
- F. Justin Carwile met with the fitness committee and thank everyone for the valuable feedback on the renovation plans.

### **ADDENDUM - Specific Requests for Renovating the Auditorium**

*Accommodations for 20-plus member fitness classes.*

*Suitable flooring and storage.*

*Temperature, lighting, and AV systems dedicated to the fitness space.*

*keep mirrors where they are.*

*Assure that room partitions are sound-proof, easy to use, safe and preferably folded on the auditorium side when stacked open.*

*Add a projector and drop-down screen for the fitness space.*

*Residents emphasized the need not only to maintain but enlarge, if possible, the area for fitness*

#### **2402 Suggestion Box**

- 24-06: Daughter of resident would like to see more resident displayed in Art Room because she takes her mother there every weekend. Suggestion passed on to Sarah Henninger.

- 24-07: Concern about delay in breakfast service in the Bistro. Robin Norman said the team will work on improving timing.
- 24-08: Resident hopes the jewelry repair team will come back regularly. Tiffany Proctor replied that they are looking for a new vendor as the previous one is no longer in business.
- 24-09: Resident expressed concern about supplies in the Resident Business Center; the scotch tape dispenser needs refilling, and the printer needs loading with paper for weekend use every Friday with an extra ream of paper available. Tiffany Proctor said that she and Elizabeth Whitehouse will check the Business Office on Fridays and leave an extra ream of paper at the front desk.
- 24-10: Resident is very concerned about the speed at which some team members drive entering and leaving the property. David Savoy suggested she note the make of the car and license plate so he can deal with the issue directly.

#### Election Committee Liaison Report February 2024

- August 12, Community Meeting: Presentation: election process and why be a nominee.
- September 9 - October 11, nomination forms available.
- November 11. Community Meeting Speeches by candidates,
- November 11-15. Voting

#### **Arts Committee Feb.2024**

- Committee reviewed its Charter, no new suggested changes.
- Art Gallery: Resident textile arts show closes 3/10; New show of work from Make Studio, a non-profit arts organization for adults with disabilities, will be up from 3/15 - 5/1.
- March arts classes will celebrate Women's History Month including a volunteer led card-making class 3/11
- Films and trips in late Feb & March honored Black History Month, with films on Bill Traylor, Summer of Soul, etc. and trips featuring black artists, Simone Leigh at Hirschhorn, and Alma Thomas at SAAM.
- Housekeeping and inventory of supplies stored now in Arts Center will be done by volunteers.
- Possible future events: open house, arts festival.

#### **February 2024 Trips and Outings Committee Meeting**

--T&O Chair Chris White conducted an exercise with committee members to define the elements in planning an outing or a longer trip. Each small group was to list the steps in planning a hypothetical trip or outing to a specified place—and then to share and discuss their list with the other groups.

--The purpose of the exercise was to review the process and encourage committee members to volunteer to lead a trip after June (the T&O trip agenda is full until then). Committee members can team up with one or two others to share the trip planning and the leadership on trip day.

--Before the March meeting, Chris will provide committee members with the current list of trip suggestions and ask members to come to the meeting with a choice of trip to lead—or to suggest a new trip to lead.

--Chris can no longer be the primary planner and leader of the committee's trips and outings and the primary person responsible for meeting the demands of a large and interested community. The responsibilities need to be shared.

Debbie Massey

### **GHBC VETERANS COMMITTEE LIAISON REPORT – 02-24**

- The Veterans Committee elected Mike Connors as Vice Chair
- The committee reviewed and approved changes to the Veterans Committee Charter and revisions to the Veterans Committee description for the Resident Website. These have been forwarded to the Resident Council for its approval.
  - The most significant change is the addition that the Veterans Committee will provide a focal point for military benefits and survivor assistance information for survivors of GHBC resident veterans
- The committee has initiated efforts to coordinate with the Joint Base Myer-Henderson Hall Casualty Assistance Center, and to develop a GHBC information base for end-of-life planning and survivor assistance for GHBC residents

### **BOMCOM Liaison Report – February 2024**

- Justin provided an extensive review on the history of the Crossroads elevators maintenance since 2002. He indicated that there had been an

intensive study by an independent consultant firm on the state of the elevators. The 123-page report is available for review. They had recommended that we replace all drivers between 2025-2027. That is what is scheduled this year! We have followed the other items in the report and are working with the consultant and Otis to keep them running.

- The committee will revisit the charter in March
- To upgrade the switchgear (the system that kicks in during power outages), the power to the Pointe will need to be shut down for 4 hours. Chris will revisit the time for outage – since some residents may rely on power during the night for medical equipment.

### **Community Service Committee (CSC) liaison February 2024**

- An exhibit displaying small hats and blankets on Feb. 8 in the Rotunda garnered much interest for the Preemie Project. Several residents have started making newborn items which are quick to complete and provide sense of accomplishment.
- From Jan. 8- Feb. 9, receipts for donations to Columbia Pike Thrift Shop (Trinity Episcopal Church), Our Lady Queen of Peace Catholic Church, and Miriam's Kitchen document donations of 14 bags of clothing and 2 bags of shoes. Three posters were updated identifying contacts who will pick up 13-gallon bags of clothes and stipulating that bags should not be left at resident apartments.
- No update yet on the status of the \$700 Quality of Life Grant Request to purchase used children's books for the Little Library.
- The committee will vote March 14 on a proposal to change the date, time, and location of CSC meetings.

### **Dining Committee Liaison Report February 2024.**

- Staffing: Down 2 full time cooks and 2 utility positions. A review of Cooks who have been mentored to improve their skills will be held at the end of the month. Those who pass will receive a raise and increase in grade. Several hires in pipeline.
- National Nutrition Month in March. Ali Neov to lead a wellness series.
- Volante progress. 90% implemented. Working on full implementation. Testing of computer ordering underway. Volante is now handling reservations
- Salary change: Minimum salary increasing to \$18.75.



- Fireside: Concerns were expressed about the number of no-show reservations, late arrivals, and multiple weekly reservations by some in the Fireside. Plan is to address topics in WW and the Scoop. Under consideration is giving wait list guests the table when a party is 15 minutes late.

### **Green Team Liaison Report March 2024**

1. The draft charter was approved and will be submitted to the Resident Council for its approval.
2. The successful presentation at Newcomers was celebrated and we will display the same items for the RC Committee Fair in the spring.
3. Our next display in the Rotunda will be in early April. It will focus on composting items folks might not realize are compostable, display a bag of the composted material that is produced by Compost Crew, and a word-search printed on previously used paper.
4. We will visit the Compost Crew facility March 20.
5. Green Team Committee members will take notes on the condition of the signs in the Trash/Recycling rooms on their floors.

### **Grounds Committee - February 2024 – Rob Warne**

- The grounds committee has organized a campaign to help beautify the outside grounds.
- It is raising funds and outlining a beautification plan to improve the outside appearance.

### **Newcomers:**

3/5/24: Grounds, Knoll Garden, Garden Boxes (Meets TOW)--Grounds Committee, Court Manning

3/12/24: Reception, Security, Transportation—Arzin Alawi, Omar Alvarez, George Warren

3/19/24: Meet the Chief Operating Officer—Chandra Kumar

3/26/24: Spiritual Interest Groups

### **Finance Committee - February 2024**

Xan Smith presented findings of the latest audit of GHI financials; results were good

The View now 95% filled (vs 65% when acquired)

Operating loss for 2023  
Goodwin Living at Home – operating loss for 2023  
GHI's 990's are due in August, will be developed over the summer of 2024  
30% of GHI's portfolio is with private equity firm(s)  
Actuarial Review; good report  
We have adequate beds in Skilled Nursing  
Quarterly update: latest quarter was good  
    95% occupied  
    Small dip in Assisted Living  
    Net Operating Margin better than budget  
    The View results better than Budget through one quarter  
Proposed: Committee develop a one-page financial report for distribution to  
all residents - Contents and format TBD  
For March meeting: John Cruz to describe capital projects as currently  
planned.

**Health Committee** was cancelled due to illnesses. [ironic???