

Minutes
Goodwin House Bailey's Crossroads
Virtual Residents' Semi-Annual Meeting
Monday May 4, 2020, 10:00 a.m.

The residents' semi-annual meeting was aired on Channel 2. Top officials of Goodwin House Bailey's Crossroad, Board of Trustees, and Goodwin House Incorporated spoke.

Justin Carwile, Executive Director, Goodwin House Bailey's Crossroads

Thanked the Resident Council for their support and guidance during the year.

Reviewed the events of the past half-year:

1. Award ceremonies honored employees of long service to Goodwin House, totaling 440 years of service. Goodwin House also worked in partnership with CECA Foundation in identifying outstanding caregivers.
2. The staff support fund has received more than \$130,000, allowing for grants of up to \$500 to staff members who are experiencing financial and other difficulties caused by the COVID-19 precautions being taken by Goodwin House. Each employee will receive a gift of gratitude in May. Goodwin House has also increased the hourly wage by \$1.00 to \$2.00 for at least the next six months.
3. The department heads are action-planning the suggestions received in the Resident Council's survey. The staff is in the process of compiling questions concerning COVID-19 to be answered during the next Town Hall.
4. Martin Luther King Day service projects touched 2,676 lives. We celebrated Latin American history and culture, African American history. Valentine's day featured residents' wedding dresses.

Mary Lewis Hix, Chair, Board of Trustees

Emphasized that in these times of COVID-19, the focus of the trustees is to support those who are protecting the health and well being of residents and staff, preventing the spread of the disease, and saving lives. The board includes medical and public health experts as well as financial, business and other experts.

She noted that she was impressed with how the new President and CEO Rob Leibreich has responded to the events of past few months.

Rob Leibreich, President and CEO, Goodwin House Incorporated

Began with a moment of silence to honor the million individuals who have been impacted by COVID-19. He asked us to continue the measures imposed by the administration and addressed questions from residents relayed via the Resident Council.

Question: How is Goodwin House doing financially?

Answer: We are spending \$3 million dollars more in expenses related to the crisis. But there will be no additional increase in rates higher than last year's. We will receive some help from the government's relief fund.

Question: How is the re-opening of activities going to be handled?

Answer: Virginia governor Northam has stated the restrictions will be in effect until June 10, but there is some opening. Elective surgeries are now allowed. But statistics affecting the vulnerability of the over-65 population must be taken into account, and we will consider that risk, with love and compassion, in our decisions.

Question: What are areas and problems we are experiencing in resources?

Answer: There are three risks: resources, managing staff, and non-compliance by residents and their families. On resources, we will be increasing testing capability and PPEs, although we have enough at this time. We consider this not only a Goodwin House problem but one that affects all elder care organizations, and are working to ensure that all organizations have enough. Regarding staff, we have asked them not to work in places other than Goodwin House during this time. Of the 950 staff, fewer than 100, mainly those who were part-time or as-needed, opted for the other job. The hourly wage has been increased \$1.00 to \$2.00 an hour for all staff for the next six months, partially to help those who have to give up a second job. Thank you to residents and their families for doing their part to keep others, including residents, staff, and all their families safe by complying with the new way of doing things.

Question: How are staff's families doing?

Answer: Some staff members have had their families personally affected by COVID-19. Some have passed away, some have recovered.

Question: Has there been family pressure for staff not to come to work?

Answer: There has been some. About 1% of the staff have chosen to step away. That means that 99% of staff have dedicated themselves to their work here.

He commended the ways the residents and staff have accommodated to the restrictions, and how they are finding ways to connect and even have some fun.

The session ended at 11:35 a.m.

Submitted by Toki Shimabukuro