

Date May 24, 2016

To Gpldenchain Lane Residents

From Thom Wright
Executive Director

Re Minutes from Lane Meeting

Thank you for participating in Lathrop's monthly Lane meeting! It was highly informative and enjoyable and we appreciate your feedback and wise counsel. The following are minutes from the meeting held on May 13, 2016 at 1:00pm (to the best of my recollection and short-hand ability!)

1. The meeting began with a moment of silence.
2. A broad discussion ensued related to the master plan and its potential impact on people, the land and the organization's financial stability. T. Wright explained that the plans are located in the Library for review and that he is availbale for further discussion with residents. The financial projections are now being developed with assistance from Kendal to explore the feasibility impact of maintaining the status quo as well as scenarios based on options presented by the architects. The design concepts are intended to assist in understanding what possibilities exist but are not definitive or prescriptive in nature. In consideration of Lathrop's mission, additional levels of services have been incorporated to the mission over the years; Lathrop Support Service s is a prime example. So, adding services such as memory support is not necessarily incongruent to Lathrop's mission to serve current residents while also considering the needs and desires of future residents. Kendal at Home is now an official affiliate of Kendal and Lynne Giacobbe will be hosting resident gatherings on June 14th.
3. Residents inquired about the dryer vent cleaning completion. Mike S. indicated that Northampton should be done by the first week of June and will be done every 2 years.
4. Residents discussed the work order process and find communication about progress of their requests still in need of improvement. Mike S. stated that it is still a goal for Marilyn to provide comments for resident requests electronically once the software issue is corrected.
5. Spring Valley will replace the island bench that they broke. Mike S. will find out their time frame. Also, residents discussed their ad-hoc flower committee.
6. A resident inquired about replacing foundational plantings. Mike S. indicated that an individual work order should be submitted.
7. Residents discussed a feeling that no one was monitoring the campus after hours or on weekends, especially long weekends. T Wright reiterated that the desk at the Inn is staffed 24 hours,7 days a week to respond to pendant or pull cord emergency calls (someone will

phone the resident and if there is no response or the resident indicates the need for a response, 9-1-1 will be dispatched). Also, Thom and someone from maintenance are always on call. It raises a familiar discussion about additional staffing and the need versus cost is always considered on an annual basis during budget preparation for the upcoming year. The cost of staffing does not seem like good stewardship of resources at this time. T. Wright shared that an idea for a Manager on Duty weekend program has been considered. Again, the cost of being efficient with work M-F as a team and for all residents must be considered, along with work-life balance.

8. Bill Wallace was recognized for his excellent work as the Lane Rep.
9. Residents would like to discuss the weekly lunch program with Paul. There are concerns about soggy sandwiches and salty soup. Perhaps Paul could be invited by Carol to a council or association meeting?

There being no other business, the meeting adjourned at 4:00pm.