CALL TO ORDER:
President Dori Helms called THE meeting to order at 1:00 on January 21, 2015 in the Private Dining Room.
Quorum present: Pat Nottingham, Dori Helms, Don Smith, Bob Stamp, Frank Greenwood, Jim Genasci, Ed Struzeski. Wendy Zimmerman and Vince Swinney were excused.
Guests: Duffy Deardorff
Agenda was approved.
Quorum (7) Yes

APPROVAL OF MINUTES
- Wednesday, December 17, 2014 Meeting Minutes moved/2nd/approved
- Monday January 5, 2015 Meeting Minutes moved/2nd/approved

PRESIDENT/PAST-PRESIDENT REPORTS
- Updates from Executive meetings. Jim said he was impressed with Craig’s knowledge of major categories at Wind Crest and he was receptive of Dori’s comments on the RAC. Craig will be using Tracking Sheets. Wind Crest was said to be the first to get fiber optics but further information is needed on details. There was discussion on the effectiveness of the past $6,000 expenditures on improving the lounge audio services. There is no change on non-availability of Sunday evening transportation for NH1 Protestant religious services. A dog park at NH2 continues under study; cost is of concern. Suitable acreage is being considered for a dog run close to Johnny’s Pond in NH1. The outdoor shuffleboard project at NH2 has no further implementation dates. All RAC and COTRAC volunteer hours should be compiled and turned in at the end of each month in order to assist the non-profit status of Wind Crest. General Services continues to work on the lock on the walkway leading from NH1 to Johnny’s Pond. HIPAA continues to receive close attention by Administration, the RAC and the residents. Availability of activity rooms at NH2 will be looked at. Craig is meeting with NH2 residents every 1st Friday. Construction at NH2 may have been slightly delayed due to the framing contractor having gone out of business. Adjustments will be made on the microwave units at NH2. Comcast problems were noted at NH2. Personnel changes have been made at MVL. Recruitment of Student Servers is a top priority.
- Updates on Resident Comments. Dori reports she responds to written resident comments about 99% of the time; some verbal comments are also received. Comments are given to Craig/Kathy, the COTRAC Chair or the RAC Liaison, many which involve Bob Stamp. Dori receives about 12 of these per month. General Services continues to work on shuttle scheduling. Pat Nottingham will contact Joan Wagner on NH1 library status.
- Update on Finances. Karen Lux was unable to attend but will be available with updated figures at the next RAC meeting.

LIAISON REPORTS
- Some changes were made on information lists of COTRAC members.
- Special name tags should be obtained by all COTRAC members and Dori will supply the colored dots.
Communications: Meeting of January 14
Carol Brown was elected chairman and Merle Bass was elected Secretary. Carol presented some background information about the COTRAC and reviewed some of the goals from 2014. A discussion was held to try to identify some goals and needs for 2015. The main question is: What needs to be communicated and how do we do it?
A letter was read from the Welcome Committee concerning how information is distributed at McHenry’s Crossing. Barbara Suiter will follow up on that.
Also a concern was raised about weak communication between Mill Vista Lodge and the rest of Wind Crest, and Carol Brown has made contact with MVL.
Craig Elsworth was at the meeting and spoke about his responsibilities in his position of Community Resources Coordinator. He is very experienced.

Dining Services: Meeting of Jan. 14, 2015
Allen Thomas was elected as Chair and Flo Figge and Sheila Haskell as co-secretaries.
Kim Arredondo requested committee recommendations for improvement priorities for 2015. Items suggested: improved improvement on cleaner dishes (but there was some comment the dishwasher was not being used correctly); open the Bee on time and reduce long lines; reduce length of dining times in the Fireside.; many residents are opting to use the Bee-a major cause of long lines; more dinner style entrees on the Bee lunch menu for those who make it their main meal of the day.
Additional items were: salad prep at dinner in Bee is slowing down the line; wasted food-many residents leave most of their food uneaten; better publicize half meal options; encourage use of comment cards, both positive and negative; Dining Newsletter-a periodic separate newsletter to discuss organization, changes, challenges etc; COTRAC members should energetically help residents understand how to best use their dining options and minimize their frustration with the dining experience; investigate the possibility of call-in, prepackaged takeout dinner service for those who would be willing to use the service. With the RAC cards, there are also lots of compliments.

Health & Wellness: Meeting of Jan. 12, 2015
The meeting was chaired by Chuck Fraser until Chet Crawford was elected the chair person. Edie Lucas was selected as continuing secretary.
New members were introduced and presentations by Sheryl Alcorn and Andy Johannesman were given. Members were then asked for preference of our sub-divisions; all were filled. They include scooter mobility, Parkinson's, low vision, fitness center, social services, neighborhood clubs, home support, and Mill Vista Lodge. Bill Koch distributed handouts on research being done on stem cell transplants for low vision and Parkinson's disease treatments. They will be discussed at the next meeting.
Don Smith and Pat Nottingham along with Paul Lindsay attended the last Mill Vista Lodge meeting. Twenty-three people were in attendance. They meet the 3rd Friday at 2 PM. George Schierman is chair person. Items covered were: dinning, nursing, maintenance, housekeeping, rehab, beauty and barber shop, pastoral ministry, activities, security and mail services. Nancy and Jackie are co-staff coordinators. Other staff members there were Craig Ellsworth, Steve Echard from dining, Craig Erickson, Aaron Hart, Steve Murphy, Sara Helms and Claire Menefee. 23 people were in attendance.

General Services: Meeting of Jan. 13, 2015
The meeting was chaired by David DeVries and Judy Fritschen is secretary. It was noted the General Services COTRAC meets the second Tuesday at 9:00 AM. Resident Lorry Lutz reported it is difficult for some residents to attend the 6 PM Sunday evening Christian worship services because the shuttle loop stops running at 3:45 PM on Sundays and holidays. More resident volunteers were suggested particularly for picking up those from Mill Vista Lodge. Steve Murphy said the shuttle service will be increased as more drivers are hired. A new schedule of current residents doing walk-throughs for noting
cleaning, repairs, paint touch-ups light bulb replacements, etc., was assigned. These are completed by the 25th of each month. A written report is turned in to the President who in turn gives these reports to General Services. Need for a similar walk-through for McHenry’s was discussed and will start as soon as practicable. Steve passed out Issue Tracking Sheets which are status sheets for all ongoing repairs and activities in progress by his department which are discussed each month. The RAC did a straw vote for General Services to take up signage including the Restrooms in the Town Center and Elevator at the end of the Sky Bridge into NH2.

- **Resident Life: Meeting of Jan. 8, 2015**
  Martha Nelson was chosen to be chair. Karen Pinkham is the secretary. Andy Johannesman introduced Craig Ellsworth, our new Community Resources person who is hoping to bring in a TV in-house studio. He is very capable in various audio visual problems among other community concerns. There is talk about bringing Bingo to the community. Because of some confusion to newcomers at McHenry the name of the current Beginners Bridge at NH1 is being changed so something like Casual Bridge.

- **Interfaith Counsel**
  Pat Nottingham said she would liaison with this group.

- **Marketing/Philanthropy (Updates from Jason and Kristen)**
  **Philanthropy Liaison Mission Statement**
  Provide timely and accurate reports of philanthropy activity to the Resident Advisory Council and to residents via the RAC Forum. Meet regularly with the Philanthropy Manager and the Philanthropy Advisory Committee to convey any resident concerns or questions regarding philanthropy. Offer suggestions to the Philanthropy Manager and Philanthropy Advisory committee based on resident feedback or communication throughout the community. Encourage residents to share their talents, treasure and time. Inform and encourage residents to participate in various philanthropy education seminars, campaigns, lectures and events.

  **Marketing Liaison Mission Statement**
  Provide timely and accurate reports of marketing activity to the Resident Advisory Council and to residents via the RAC Forum. Meet regularly with the Director of Marketing and Sales to convey any resident concerns or issues regarding marketing. Provide suggestions to the Marketing Department for improvements in techniques or resident participation in marketing events. Encourage residents to participate as Ambassadors for marketing events.

- **Sales Update for RAC Forum, January 20, 2015**
  **Upcoming Events:**
  1. January 22nd- Parry Landing Meet & Greet (all those who are reserved)
  2. January 29th- Sales Luncheon @ The Windows Restaurant
  3. January 30th- Sales Open House (Overflow from the luncheon)
  4. February 5th- Parry Landing Move-In Seminar (final meeting before move in)
  5. February 11th- Sales Luncheon @ The Windows Restaurant

  **Neighborhood 1**
  We currently have 8 available resale apartments. Resale homes continue to move very quickly!

  **McHenry's Crossing**
  84% sold (reserved and settled)
  60% moved into the building already
  16% available (16 units)

  **Parry Landing**
  58% sold
  30% available

  Move ins for this building will take place at the beginning of April
The High Line Overlook Clubhouse
30 apartment homes are on the market as of January 21st. We will begin reserving these homes on February 2.
We are averaging 70 appointments per month and 111 brochure requests per month.
Our settlement goal for 2015 is 169 settlements.

UNFINISHED BUSINESS
- Resident Appreciation Award Presentations. These will be made next month possibly at the February Resident Town Meeting. The suggestion has previously been made that all former recipients of this award be invited to the meeting which could include 10-12 persons.
- Email Groups- RACs and COTRACs. Jim advised when replying with answers the “Reply to All” send option should be used. Further clarification on this issue since many e-mails may be involved?
- Volunteer Hours. See President’s Report above.

NEW BUSINESS
- Discussion of Satisfaction Survey and February Resident Forums. Five different Forums are planned over Feb. 2-10 to cover three questions or themes spanning 30 minutes each with about 60 persons in each session followed by a luncheon. This will be an Administration run event. Last year there was a scribe with each group with reports handed back to the respective COTRAC and/or department involved. Craig indicated the sessions would be run by Administration, the COTRAC Chairs and/or appropriate Liaisons. Last year, Craig asked the COTRACs for help with the Forum subjects to be covered. Preliminary results of the Holleran Survey based upon the Resident Satisfaction Survey conducted October 2014 were given to Dori to help in this request, and this handout was given to the RAC members. There was considerable discussion and Duffy helped to clarify the Holleran findings. The RAC believed they needed further input to be of assistance in this effort and Craig will do this shortly. Action Taken: This item will be given to the Department Heads/ COTRAC Chairs/Liaisons before the Forums for their inputs. Dori and Ed will also review further information from Craig.
- Sunday Evening Transportation. See President’s Report above.
- Welcome Letter from the RAC. Discussion was held about a new way of distributing a welcome letter from the RAC to new residents and Dori will follow through with ideas.
- Jim was asked by Dori to write an article about the RAC in the next Gazette. Upcoming RAC and Board of Directors meeting dates were cited. The RAC Liaisons were instructed to work with Marilyn Haines on their Power Point presentations for the next RAC Forum on February 27. These are due on the Monday before. The meeting was adjourned at 3:50 PM.

Respectfully submitted,
Ed Struzeski