Resident Meeting – Minutes

Wednesday, June 24, 2019

Laura welcomed everyone and opened with prayer.

Laura gave a brief introduction on changes within Emmanuel Home. With the growth of Emmanuel Home, Darren’s time will be focused on those expansion and growth projects. Therefore Donna Callahan, now the Director of Programs, and Laura Pothoven, the Director of Operations are here to manage the day-to-day business of Emmanuel Home. Darren is still available for any questions or concerns, his office is now located on the second floor.

1. **Update on Projects**

* **Gazebo:** Dan the Gazebo guy has completed the building of the Gazebo. We are looking into having string lights put on the outside of the Gazebo for decoration. It was an overall enjoyable experience dealing with Dan, and we look forward to another concert from him sometime!

**Question: Can we find a different location for the stacked lawn chairs, instead of in the Gazebo?** Answer: Yes, we will organize a single layer in the Gazebo for resident’s to sit on and we will store the stacked chairs elsewhere.

* **North Wing Expansion:** Cormode is currently working on the roof of the North Wing. They are on track with the construction, with the expected finish for January 2020.

1. **Common Areas / Walkathon Proceeds**

The Walkathon was a big success, with approximately $25,000 raised! Thanks given to the residents for their generosity. A couple bigger projects, besides sprucing up corners of the home, are the store and the woodworking room.

* **Store:** Initially the plan was to have the store in the North Wing. That has changed; the location will remain in the connector suite between the center and east buildings. Brian has been working on it, and we appreciate your patience in regards to the renovation mess that is and will be created. It will be great to have an official space with walls and store-front door. Some of the delay in the project has been figuring out the store front door, we have resolved this and we hope to have completion of the store by September.
* **Wood Working Room:** The wood working room which is located in the West Wing basement is almost finished. It has been upgraded with a new exhaust system and new paint. We will purchase a dust collections system for the sawdust. Please note that due to insurance reasons, residents who use the Wood Working Room will need to sign a waiver, and they will be given a separate key which only allows them access to the room. Thanks for your understanding in this.

1. **Hairdresser**

* We have been actively looking for a new Hairdresser as Moneca and Anne have and are leaving us. We have one coming in on Friday to meet and hopefully this will work out.

1. **Court Yard Fob Access**

* Reminder given to take your fob with you when you are walking in the courtyard. We have added additional fob access to the south- center, and east doors. The North Wing will have fob access from the Solarium as well, so it will be a nice walking loop with ease of access into the building from multiple doors.

1. **Waitlist**

* Sonja, Resident Experience Coordinator, updated everyone on the waitlist. Waitlist remains healthy with an approximate 1 year waiting period. Each building’s waiting list varies on time and amount of people on list. Sonja is currently busy working on filling the North Wing. We have been blessed with a very healthy waitlist, and it is to be noted that many other senior’s homes have high vacancy rates.

1. **Recreation**

Aria, Recreation coordinator, updated the residents on some Recreation items. Maria Bos has also joined the Recreation team, so you can now see them both working in the office together!

* **Fundraiser Dinners:** The meal tickets are not allowed to be used for fundraiser dinners. This is a separate, special fundraising dinner, with all proceeds going to Recreation.
* **Emmanuel Home Bus**: When you sign up for an event, if you are a couple, it is required to have each name on a separate line on the sign-up sheet. This helps account for each person. Also, please have patience when embarking on the bus, no pushing to get to your spot.

1. **Question Period**

* **Question: When will the leaking windows be fixed?** Cormode is aware of the leaking issues and they will address it during the timeframe of the North Wing Construction.
* **Question: Can the intercom be made louder? We cannot hear it.** Answer: It is a newer system and although it is not perfect, it is better than the last one. We have provided feedback to the Receptionist to speak slower, louder and clearer.
* **Question: When can we have our parking spot back in the East Parkade and will it be the same spot we had before?** Answer: Parking will be made available in October; yes the same spot will be available. It will be strictly enforced that residents will not be allowed to stop or get out of their vehicle at all to ‘check out’ the North Wing.
* **Question: What are the proceeds that are given to the Fundraising dinners for?** Answer: Proceeds from the dinners go toRecreation specifically**.** Donations to building etc. need to be given elsewhere. Please ask Reception if you wish to do so and they can help you with that or direct you to the correct person.
* **Question: Will the Gazebo have sides built on it?** Our original plan is to not have sides on it. If we get enough feedback from residents to have sides put on it, we can accommodate that.
* **Question: What happened to the Windmill that was in the Center Courtyard?** The Windmill was in bad shape, and was thrown out when the concrete was done last year.
* **Question: My fan is broken; I requested it to be fixed 6 months ago? Who can I talk to about getting it fixed?** Please let Reception know if something is broken, we have a maintenance book that is checked every day. Some things take longer to be addressed due to the issue. (e.g. Electrical) If you find it takes longer than it should, please contact Laura Pothoven, Director of Operations, with your concerns and it will be looked into and addressed, if possible.
* **Question: Will we get a tour of the North Wing Building when it is done?** Yes, we hope to have an open house, stay tuned!
* **Question: My t.v. is not working properly, who do I ask to fix that?** Please contact or visit Reception, currently Laura manages t.v. concerns.
* **Question: Are the bus prices remaining the same?** Yes, for now we will continue with the current prices.
* **Comment:** Tini is a wonderful addition to Emmanuel Home, and I just want to note that we really appreciate her work here.

Laura thanked everyone for coming and their support of Emmanuel Home.

If anyone has questions or concerns, please come see any of us in the office.