

Saint John's Communities, Inc.
Board of Directors
July 24, 2019
7:30 AM LifeStreams Classroom
Agenda

		Action Required
1. Call to Order	Stuart Parsons	
2. Invocation	Bishop Miller	
3. Approval of Minutes Pgs. 1-3	Deborah Conta	X
4. Chairman's Report Pgs. 4-11	Stuart Parsons	
a. Introduce New Members		
b. Executive Committee Report		
c. Board Committees		X
d. Conflict of Interest		
e. Code of Ethics		
5. President's Report Pgs. 12-36	Renee Anderson	
a. 2nd Quarter Dashboard		
b. Operations Update		
c. Resident Survey		
d. Employee Survey		
e. Resources for Older Adults		
f. Novare		
g. Parasol Alliance		
6. Institute Update Pgs. 37-38	Stephanie Stein	
7. Treasurer's Report Pgs. 39-47	John Mellows	
a. 2nd Quarter Financial Statements		
b. 2nd Quarter Investment Report		
c. Form 990		
8. Governance Committee	Judy Moon	
9. Philanthropy Report Pg. 48	Polly Beal	
10. Building Committee Pgs. 49-50	John Dawson	
11. Adjournment	Stuart Parsons	

<p>Board members needed for a quorum = 8. X = Items requiring Board action Please contact Monika if unable to attend (414) 831-6966 or mahal@saintjohnsmilw.org</p>
--

Enclosures: **Pgs. 51-83**

Foundation Board Minutes

Tower Resident Council Minutes

Canterbury Resident Council Minutes

Windsor and Stratford Minutes

SAINT JOHN'S COMMUNITIES, INC.

BOARD OF DIRECTORS

May 6, 2019

Presiding: Stephanie Stein

Present: Kathy Armbruster, Polly Beal, Diane Beckley, Deborah Conta, Lee Coppernoll, John Dawson, Fr. Seth Dietrich, Sanford Fedderly, Kathryn Housiaux, David Kuehl, John Mellows, Bishop Miller, Judith Moon, Stuart Parsons, Renee Anderson, Dan Lemminger, Donna Spars

Excused: Mary Beth Petersen

Invocation: Bishop Miller began the meeting with a prayer.

Approval of

Minutes: Ms. Conta requested the Board waive the reading of the minutes and asked for a motion to approve. Mr. Dawson moved. Mr. Kuehl seconded. The motion carried.

Governance

Committee: Ms. Moon moved the acceptance of the nominations of the Election of Officers:

Chair – Stuart Parsons

Vice Chair – Polly Beal

Secretary – Deborah Conta

Treasurer – John Mellows

President – Renee Anderson

Vice President – Donna Spars

The motion carried.

Ms. Moon moved the acceptance of the nominations of persons for a three year term renewal:

Polly Beal – 3rd renewal

Kathy Armbruster – 2nd renewal

Seth Dietrich – 2nd renewal

The motion carried.

Ms. Moon thanked David Kuehl and Mary Beth Petersen for their service as they have completed their terms.

Ms. Moon reviewed the Board nominees; resumes have been included in the Board packet. Ms. Moon moved the acceptance of the nominations of Mike Malatesta as an outside Board Member and Bob Taylor as a resident Board Member. The motion carried.

Chairman's

Report: Ms. Stein requested a motion to pass the Saint John's Communities Annual General, Banking, Audit and Investment Management Resolutions as presented. Bishop Miller moved, Ms. Conta seconded. The motion carried.

Ms. Stein requested a motion to nominate Patsy Aster for a 2nd renewal of a three year term on the Foundation Board. Mr. Kuehl moved, Fr. Dietrich seconded. The motion carried.

Ms. Stein acknowledged former Board Chair Mr. Kuehl and Ms. Petersen, thanking them for their service.

Ms. Stein reported on the Institute on Aging. The advisory committee is working in groups and continues exploring options and researching for potential outreach and service in the neighboring community, working within the vision of the Institute. The Workforce Development and Support group is pursuing a partnership with Milwaukee AHEC to help support older adults directly as well as unpaid caregivers through training provided by students and volunteers. A meeting with AHEC will take place this week to help advance this through some grant writing opportunities. The Spiritual Development Growth and Support group is looking at what its role is with older people who live in the community. Fr. Dietrich reported on the exploration for Saint John's to become a CPE (Clinical Pastoral Education) training center, for the purpose of giving pastoral care training to lay people outside of an institution and in a community.

**President's
Report:**

Ms. Anderson reviewed the dashboard for the 1st quarter; the financial indicators are all strong. Turnover in the apartments has been unusually high resulting in below budget occupancy, however sales are strong therefore improvement is anticipated. Canterbury was 100% occupied from mid-February through last week. Referrals to Windsor and Stratford are increasing; we are tracking of referral information and actively pursuing qualified prospects.

The Recruitment and Retention Committee is launching a mentorship program for new hires effective this summer. A new electronic survey, begun in January, connects with new hires several times in their first six months of employment, as well as with tenured employees on their anniversary. The survey is not anonymous so it offers the opportunity to follow up on questions and concerns. Saint John's annualized turnover percentage for the first four months is 27%, compared to 42% last year. Saint John's is in the process of conducting the Employee and Resident Surveys using a tool from Novare. They will compile the surveys and benchmarked against our Novare peers. The results will be presented at the Board Meeting in July.

The clinical indicators are all positive. The Center for Medicare and Medicaid Services made changes to the 5-Star rating system; Saint John's is ranked 5 stars overall.

**Treasurer's
Report:**

Mr. Mellows reported the investment portfolio has recovered from last year. The 10 year average return is 8.45% as of the end of the year. Saint John's credit rating of BBB- reflects a stable outlook designation, acknowledging strong operating results. Saint John's has sufficient financial reserves in place to fund future contractual obligations to its residents.

Mr. Lemminger reviewed the 1st quarter operations stating Saint John's has achieved stabilized cash. The Statement of Operations is largely on target. It is expected that actuarial metrics will improve as residents move into the North Tower.

**Philanthropy
Report:**

Ms. Beal reported that fundraising is going well and asked for contributions from the Board with 100% participation. The Angie Titus Fund was created to have a scholarship on an annual basis for dementia education. The intent is to have an endowed scholarship that would spin off \$2,500/year. The fund is highlighted in the annual appeal letter which will go out to residents at the end of the week. The fund was also promoted with Saint John's employees. It is hoped to have a corpus of \$50,000 by the end of the year.

Social

Accountability

Committee: Ms. Armbruster stated that the key goal of the committee has been met - measuring, recording and being in a position to demonstrate Saint John's contributions to the community. Ms. Armbruster suggested the Board consider dissolving the committee. Ms. Stein asked the Executive Committee to consider how the Board and its committees interface with the Institute and the Foundation. Ms. Anderson reviewed expenditures for the five initiatives identified by the Social Accountability Committee.

Building

Committee: Mr. Dawson asked Board members to consider joining the committee. The committee meets the 1st and 3rd Thursday of the month starting at 8:30am. Mr. Dawson reported on the April OAC meeting. As of early April, 32 days were lost due to weather. VJS is laying floor 7 and working on the 8th floor with a 6 day pouring cycle. The design of the canopy has been settled, we are waiting on the cost. Ms. Conta reported on the May 2 OAC meeting. The 2nd and 3rd floors are taking shape; windows have been delivered. VJS is trying to get on a 5 day pouring cycle in order to have all the concrete poured by the end of August. The crane will remain in position tied in at the 15th floor after the North Tower is complete to support the demolition and rebuilding of the Healthcare Center. About 80% of the residents have had an initial meeting to discuss their interior finishes and 18% have completed the process. The skilled care bedroom/bath is completely finished and it a beautiful space. Ms. Anderson reported that architects have taken responsibility for redesign of the mechanicals in the care neighborhoods and the adjustments are in the process of being made. The total cost is ~\$200,000 of which \$100,000 will be covered by the architects. We are on schedule to pour floor 10 this week.

Adjournment: Ms. Stein requested a motion to adjourn. Mr. Kuehl moved. Ms. Moon seconded. The motion carried.

Deborah Conta,
Secretary

Saint John's On The Lake
Executive Committee Minutes
July 16, 2019

Present: Stuart Parsons, Polly Beal, Deborah Conta, John Mellowes, Stephanie Stein and Renee Anderson

Excused: Bishop Steven Miller

Board Committee Composition and Membership

Stuart proposed dissolving the Social Accountability Committee as community benefit tracking has now been operationalized and regular reporting occurs, indicating Chair Kathy Armbruster was in agreement with the recommendation. The Committee agreed. Stuart will contact Committee members to ascertain interest in an alternate assignment.

Stuart proposed dissolving the Strategic Planning Committee in favor of the Executive Committee assuming this responsibility as follows:

- Defer Board retreat and development of new plan at least until North Tower opens
- Discontinue Strategic Planning Committee (which has not been functioning)
- Charge Executive Committee with developing agenda for next Board retreat, continuously identifying matters which deserve future consideration
- Anticipate that staff and board members responsible for all aspects of life at Saint John's will early consider and advise the Executive Committee of such matters.

The Committee agreed.

New member Bob Taylor has expressed interest in serving on the Governance Committee. Renee suggested new member Mike Malatesta would add value to the Finance and Investment Committee. Stuart will contact Mike.

Relationship of Foundation to Communities

Questions were raised as to how staff determine which organization to credit for a donation and whether Communities should approve Foundation distributions above a certain level. Discussion ensued regarding current practices, and benefits and risks of the current organizational structure. It was decided to convene a group to discuss questions and document responses, as well as to review present structure and evaluate options. Stuart, Polly, Stephanie and Renee will participate; Dick Miller, Foundation Board member will also be invited.

Land Acquisition

Renee described ongoing challenges of employee parking, and to a lesser extent guest parking. Renee described goals and several potential options. The Committee authorized Renee to identify and present options.

Board Meetings

Stuart stated material presented in the Board package should be read in advance of the meeting with Committee Chairs allocated time (5 minutes) to deliver a brief oral summary. Stuart suggested the bulk of the meetings be devoted to the President's report and reports given by various members of the Leadership in order to further the Board's knowledge of Saint John's and care and service for older adults in general. The Committee agreed.

Charitable Care

Renee reviewed 2018 resident subsidies. She has recently been approached by 2 residents inquiring whether Saint John's would consider a sponsorship program for residents. Bishop Miller has made similar inquiries in the past relative to residency of a retired priest. Discussion ensued regarding benefits, challenges, potential structure of and funding for a sponsorship program. The Committee agreed to further discussion at a future meeting attended by the Bishop.

**SAINT JOHN'S COMMUNITIES, INC.
2019-2020
BOARD & STAFF COMMITTEE LIST**

<p><u>Executive Committee</u> <i>Meets as needed</i> Stuart Parsons (Chair) Polly Beal Deborah Conta John Mellowes Bishop Steven Miller Stephanie Stein Renee Anderson (Staff)</p>	<p><u>Finance/Investment Committee</u> <i>Meets quarterly</i> John Mellowes (Chair) Polly Beal Sandy Fedderly Mike Malatesta Renee Anderson (Staff) Dan Lemminger (Staff)</p>	<p><u>Governance Committee</u> <i>Meets as needed</i> Judy Moon (Chair) John Dawson Bob Taylor Renee Anderson (Staff)</p>
<p><u>Building Committee</u> <i>Ad Hoc</i> John Dawson (Chair) Polly Beal Diane Beckley Deborah Conta Sandy Fedderly Stephanie Stein Renee Anderson (Staff)</p>		
		<p><u>Additional Assignments:</u> Deborah Conta: Resident LifeStreams Polly Beal: Foundation Board</p>

POLICY ON CONFLICT OF INTEREST SAINT JOHN'S COMMUNITIES, INC.

PURPOSE:

The purpose of this policy is to provide guidelines by which members of the Board of Directors and management of the organization can avoid Conflicts of Interest and to provide procedures for addressing such conflicts if they arise. This policy is meant to insure that the Organization is operating to benefit the community rather than private interests and thus to protect its tax-exempt status.

DEFINITIONS:

Arrangement or Transaction: A purchase or sale by Saint John's of goods or services.

Conflict of Interest: A set of conditions in which judgment or actions of an Interested Person concerning a primary interest (Saint John's) tends to be unduly influenced by a secondary interest (such as financial or other personal gain) making it difficult for the person to fulfill his/her duties fairly.

Financial Interest: A person has a Financial Interest in an organization if he/she has, directly or indirectly, through business, investment or family relationships, (a) an ownership or investment interest in any entity with which Saint John's has an Arrangement or Transaction, (b) a compensation Arrangement with Saint John's or with any entity or individual with which Saint John's has an Arrangement or Transaction, or (c) an ownership or investment interest in, or compensation relationship with, any entity or individual with which Saint John's is negotiating an Arrangement or Transaction. Financial Interest does not include compensation or benefits at prevailing rates paid to an employee in the normal course of business.

Interested Person: A director, principal officer, member of a committee with board delegated powers or executive/administrative staff member who has a direct or indirect Financial Interest in Saint John's or with an entity or individual with which Saint John's has, or is negotiating, an Arrangement or Transaction.

POLICY:

Saint John's will strive to acknowledge and disclose Conflicts of Interest, should they occur.

Interested Persons are required to disclose all actual and/or potential Conflicts of Interest and all material facts relating thereto in a timely manner.

The Board of Directors shall be the final arbiter in all questions of Conflict of Interest.

PROCEDURE:

Except as otherwise disclosed on the annual disclosure statement (see below), directors and/or officers are to disclose actual or potential Conflicts of Interest to the Board of Directors during any regular or special meeting at which a quorum is present. Administrators are to disclose actual or potential Conflicts of Interest to an officer of the corporation. The corporation's legal counsel will be made aware of potential conflicts.

Where there is a question as to whether or not a Conflict of Interest in fact exists, the person who may have the Conflict of Interest shall leave any meeting at which such conflict is discussed and shall not vote on the matter in question. However, an individual may briefly state his/her position, or answer pertinent questions of others, as he/she may have expertise of information in the matter at hand.

Where it is feasible and as appropriate in the discretion of the Board of Directors, a non-interested person or committee shall investigate alternatives to any proposed Arrangement or Transaction which may result in a Conflict of Interest. Where a Conflict of Interest cannot be avoided, the board of directors, by a majority vote of the non-interested directors present, shall determine if the Arrangement or Transaction is in the best interest of Saint John's and for its own benefit, if it is fair and reasonable to the organization and that the organization cannot obtain a more advantageous Arrangement or Transaction elsewhere with reasonable efforts under the circumstances.

Appropriate disciplinary action shall be taken with respect to any Interested Person who violates the Conflict of Interest policy.

Minutes of meetings of the Board and of all committees with board-delegated authority will include the names of all Interested Persons, the nature of the Financial Interest and whether there is deemed to be a Conflict of Interest, the names of all persons who were present for the discussion and vote, the content of the discussion, including alternatives that were considered and a record of the vote.

The Conflict of Interest policy will be distributed to all directors, principal officers, member of committees with board-delegated powers and executive/administrative staff. Each person will sign an annual statement indicating that he/she has received a copy of the policy, has read and understands it, agrees to comply with it and understands that the organization must comply with the policy in order to maintain its tax-exempt status. The annual statement shall also disclose the individual's actual or potential Conflicts of Interest already known, as well as disclosing any Arrangement or Transactions in which he/she is an Interested Person. Such statements will be shared with the board of directors.

This Conflict of Interest policy will be reviewed annually by the Board of Directors.

**SAINT JOHN'S COMMUNITIES, INC.
ANNUAL CONFLICT OF INTEREST
DISCLOSURE STATEMENT
&
STATEMENT OF INTERESTED PERSONS
2019**

I have received and read Saint John's Communities Inc.'s Conflict of Interest Policy, and I understand and agree to comply with it. I further understand that the Organization must comply with the policy in order to maintain its tax-exempt status.

To the best of my knowledge, I have no actual or potential Conflict of Interest regarding my duties as a board member, committee member or employee of Saint John's.

OR,

I have the following actual or potential Conflict of Interest or I am an Interested Person with regard to an Arrangement or Transaction involving Saint John's:

This disclosure statement will be shared with the board of directors.

_____ Board Member Committee Member Employee
Printed Name

Signed

Date

NOTE: A Conflict of Interest, or being an Interested Person as defined in the Policy on Conflict of Interest, does not necessarily disqualify one from serving as a member of Saint John's Board of Directors, its committees or as an employee.

SAINT JOHN'S COMMUNITIES CODE OF ETHICS

A. Mission

Our mission is *“to enrich the lives of older adults through gracious retirement living, spiritual growth, cultural, and educational opportunities and health care services.”* All of our services and programs support this mission, and all who work for or on behalf of the organization understand and practice our person-first philosophy. The mission is responsive to those served by Saint John's and is valuable to the community at large. The mission is noted on marketing materials (as appropriate) and posted throughout the campus.

B. Personal and Professional Integrity

Our staff, board members and volunteers act with honesty, integrity and openness in all their dealings as representatives of the Organization. We promote a working environment that values respect, fairness and integrity. We promote responsibility in the workplace by recognizing and respecting boundaries of people with whom we work and serve.

C. Governance

Saint John's active governing body, the Board of Directors, is responsible for setting the mission and strategic direction of the Organization as well as for overseeing the finances, operations, and policies of the Organization. The Board of Directors:

- Ensure that its members have the skills and experience to carry out their duties and that all members understand and fulfill their governance duties acting for the benefit of Saint John's and its mission;
- Has a conflict of interest policy that ensures that any conflicts of interest or the appearance thereof are avoided or appropriately managed through disclosure, recusal or other means;
- Is responsible for the hiring, firing, and regular review of the performance of the President, and ensures that the compensation of this position is reasonable and appropriate;
- Ensure that the President and/or designee provide the governing body with timely and comprehensive information so that the governing body can effectively carry out its duties;
- Ensure that the Organization conducts all transactions with integrity and honesty and exercises due diligence;
- Ensure that the staff is competent to provide a consistent level of quality care;
- Ensure that the Organization promotes collaborative relationships with board members, staff, volunteers, residents, and family members that are based on mutual respect, fairness and openness;
- Ensure that the Organization is fair and inclusive in its hiring and promotion policies and practices for all board, staff and volunteer positions;
- Ensure that the organization upholds the values of the four bioethical principles (autonomy, nonmaleficence, beneficence, and justice) and to that end has created a forum to address ethical issues.

D. Legal Compliance

We are vigilant in our compliance with laws, regulations and applicable conventions that govern and regulate our organization.

E. Responsible Stewardship

We manage our resources (human, natural, financial, relational, cultural, and reputation) responsibly and promote a spirit of collaboration with the larger community. Resources and reserve funds are sufficient to carry out our mission.

F. Openness and Disclosure

We provide comprehensive information to the community and all stakeholders and are responsive in a timely manner to requests therefrom. The information from Saint John’s fully and honestly reflects the policies and practices of the Organization. Basic informational data about the Organization, such as reviews, surveys, and audited financial statements as well as the IRS Form 990 requiring Board-approval are available. All solicitation materials accurately represent the Organization’s policies and practices and respect the dignity of program beneficiaries.

G. Inclusiveness and Diversity

We promote inclusiveness of staff, board and volunteers which reflects diversity. We take meaningful steps to promote inclusiveness in hiring, retention, promotion, board recruitment and constituencies served.

H. Employee Complaints and Whistleblower Protection Policies

We handle employee complaints utilizing established procedures and follow a Board-approved whistleblower policy which allows employees to report in confidence suspected financial impropriety or misuse of Saint John’s resources.

I. Fundraising

We solicit funds from donors and are truthful in solicitation materials. We respect the privacy concerns of donors and expend funds consistent with donor intent. We disclose important and relevant information to potential donors.

While the Saint John’s Board of Directors has given its approval to this document, it will be reviewed annually by the Ethics Committee, which may recommend revisions as necessary.

Approved by: _____
Renée E. Anderson, President Date

Approved by: _____
Stuart Parsons, Board Chair Date

Saint John's Communities

Dashboard

Second Quarter 2019

	Definition	Below Expected	Meets Expected	Exceeds Expected	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
Financial Indicators									
Gain or Loss from Operations	Measures our profitability. Budget used as benchmark.	<\$1.02 mil ¹	\$1.02 mil ¹	>\$1.02 mil ¹	\$ 1,070,740	\$ 908,131			
Days Cash on Hand ²	Measures total liquidity indicating the number of days we could meet our average cash payments without collecting any revenue. Bond covenant used as benchmark.	<160 days	180 days	>200 days	1,026	1,141			
Debt Service Coverage ²	Measures the ratio of income from operations to principal and interest payments. Bond covenant used as benchmark.	<1.1x	1.1x	>1.1x	2.95	3.16			
Operational Indicators									
Occupancy % Central Tower	Budget used as benchmark	<96.4% ¹	96.4% ¹	>96.4% ¹	92.7%	92.1%			
Occupancy % South Tower	Budget used as benchmark	<97.8% ¹	97.8% ¹	>97.8% ¹	96.7%	97.0%			
Shareholder's Club-New Membership	Qtrly Budget used as benchmark	<7.5	7.5	>7.5	13	10			
<i>Shareholder's Club Membership</i>	<i>Member count at end of qtr</i>				205	199	199	199	199
<i>Shareholder's Club Conversion Rate</i>	<i>% of new apt. sales reserved by SHC members</i>				100%	100%			
Occupancy % Canterbury	Budget used as benchmark	<97.9%	97.9%	>97.9%	95.4%	96.9%			
Occupancy % W/S	Budget used as benchmark	<89%	89%	>89%	82.9%	87.5%			
Payor Mix W/S	Percentage of residents Medicare & Private Pay residents. Budget used as benchmark.	<49.4%	49.4%	>49.4%	56.3%	53.7%			
Human Resource Indicators									
Turnover % (YTD)	Annual Budget used as benchmark	>37%	37%	<37%	34.8%	29.0%			
Employee Satisfaction	Annual, Q2, Scale: 1-5	<3.75	3.75	>3.75		4.29			

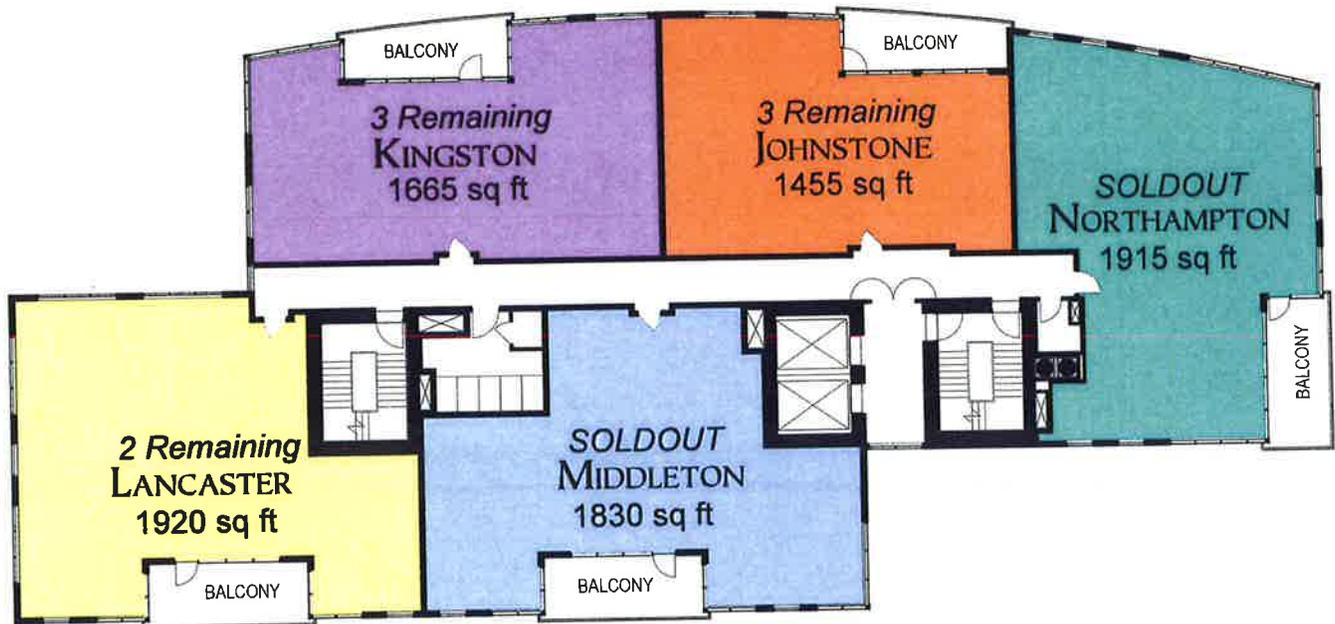
¹ Benchmark represents the respective quarter's average target (all other benchmarks represent annual averages).

² Covenant requirement is based on 12/31/xx YTD measurement only.

Saint John's Communities
Dashboard
Second Quarter 2019

	Definition	Below Expected	Meets Expected	Exceeds Expected	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	AVG
Resident Indicators									
Resident Satisfaction Towers	Overall Experience	<90%	90%	>90%		95.0%			
	Recommend to Others	<90%	90%	>90%		91.0%			
Resident Satisfaction Canterbury	Overall Experience	<90%	90%	>90%		91.0%			
	Recommend to Others	<90%	90%	>90%		91.0%			
Resident Satisfaction W/S	Overall Experience	<90%	90%	>90%		87.0%			
	Recommend to Others	<90%	90%	>90%		100.0%			
Clinical Indicators									
Pressure Ulcer Prevalence	Measure of in house acquired pressure ulcers. WI state pressure ulcer rate used as benchmark.	>5.7%	3.5-5.7%	<3.5%	2.3%	0.0%			
Infection Control	Measure of the number of infections per 1,000 patient days. SEWI facility data and the VA system establish benchmark.	>7	4.3-7	<4.3	2.58	1.12			
Psychotropic Medication Usage	WI state goal used as benchmark.	>17%	15-17%	<15%	2.5%	2.3%			
Readmission Rates	Percentage of residents readmitted to hospital within 30 days of admission to SJOL.	>15%	13.9-15%	<13.9%	4.9%	6.8%			

Floor Plate (Floors 7-21)



Apartment Homes Available by Floor

Johnstone

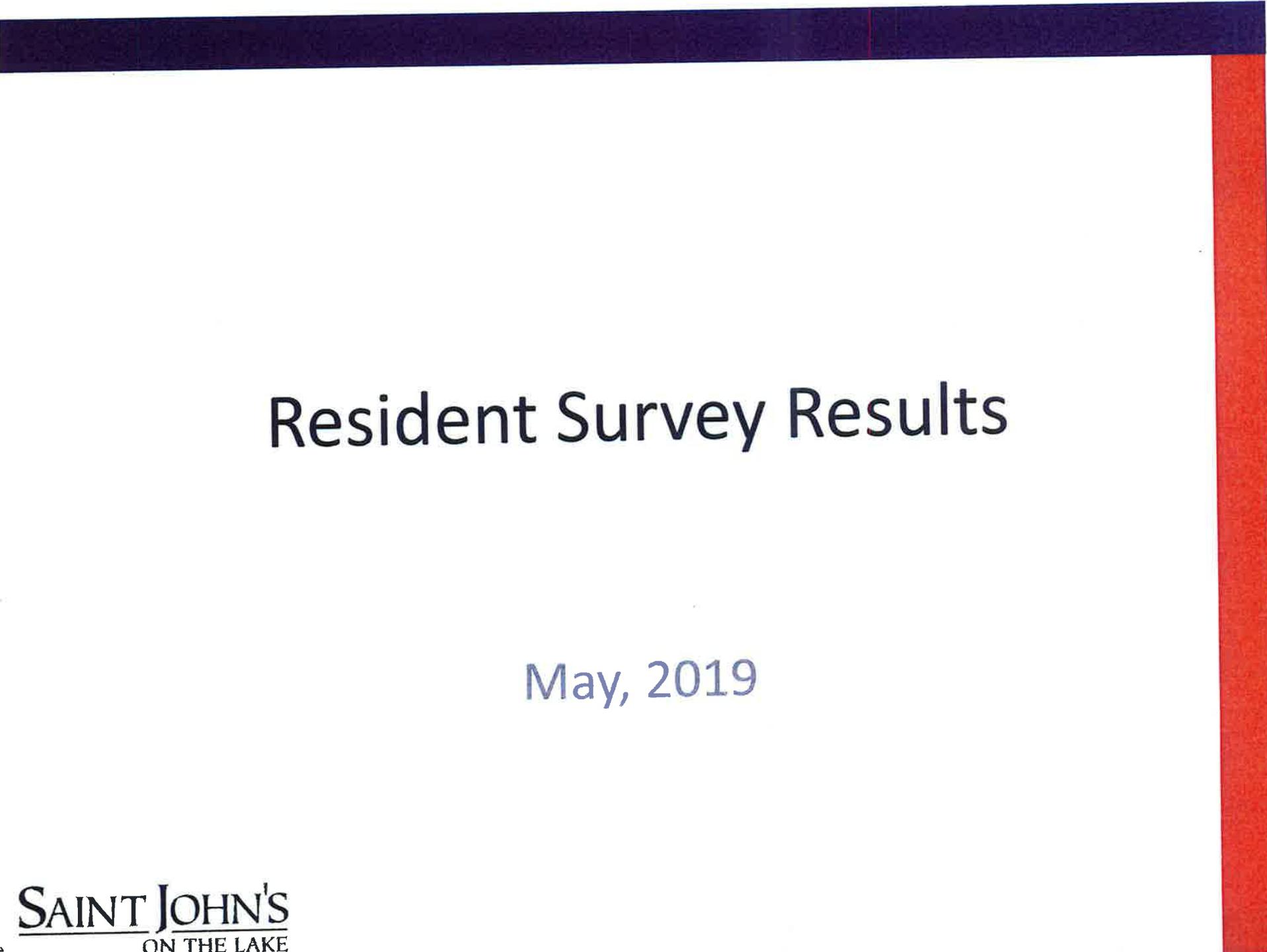
15
16
18

Kingston

9
12
14

Lancaster

8
9



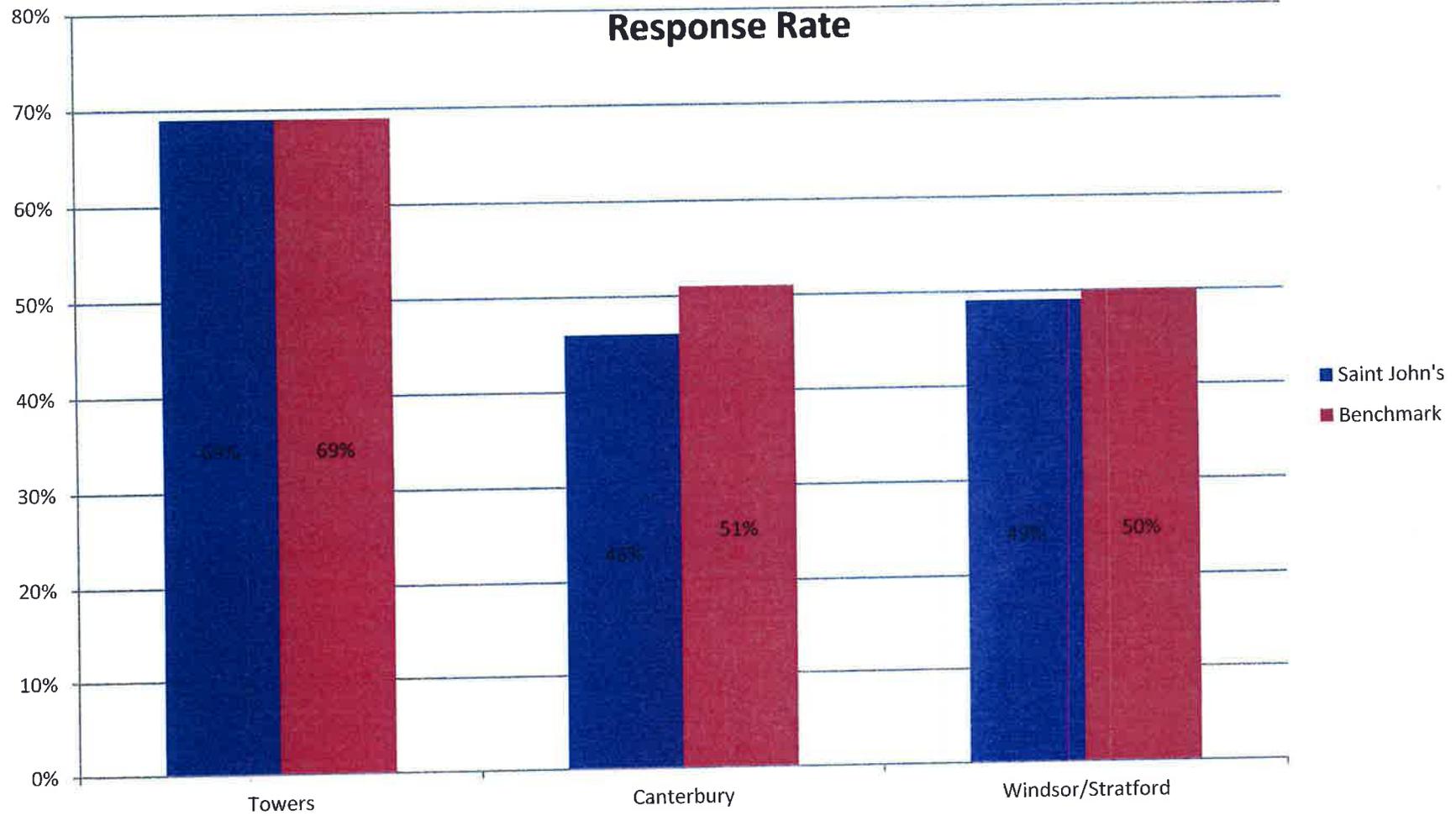
Resident Survey Results

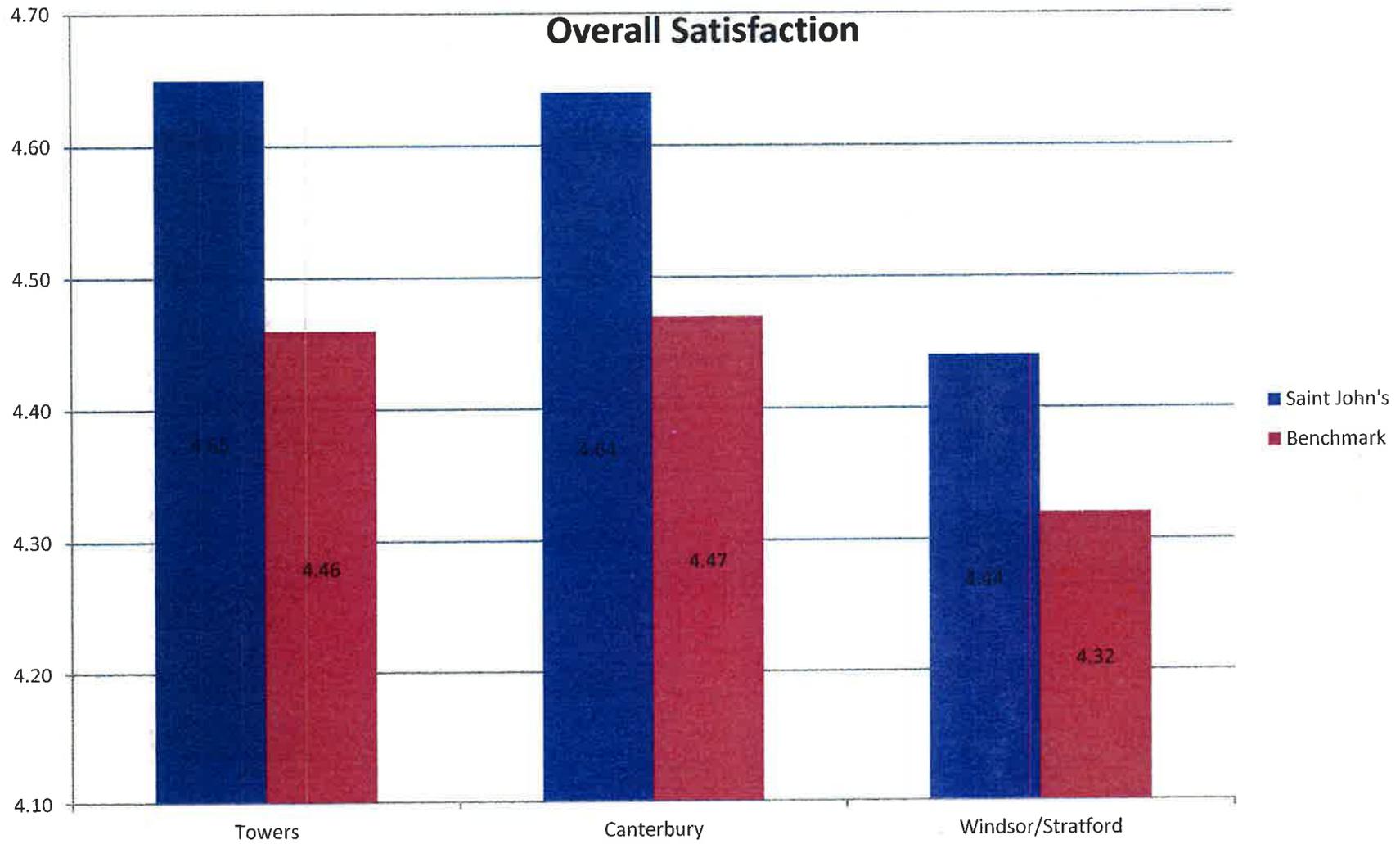
May, 2019

Benchmark

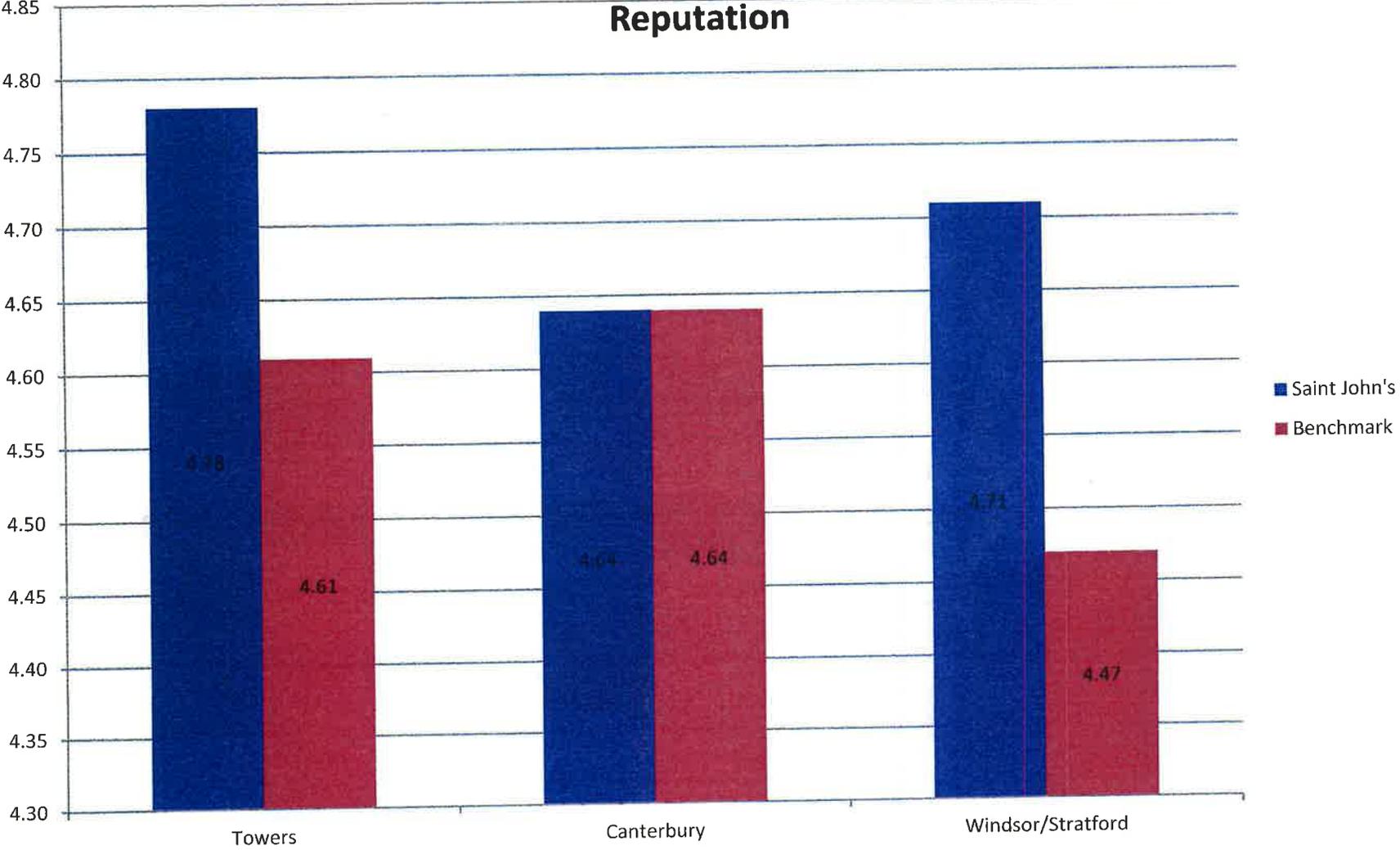
Surveys were created and administered by Novare, a national consortium of select, not-for-profit Life Plan Community providers of which Saint John's is a member.

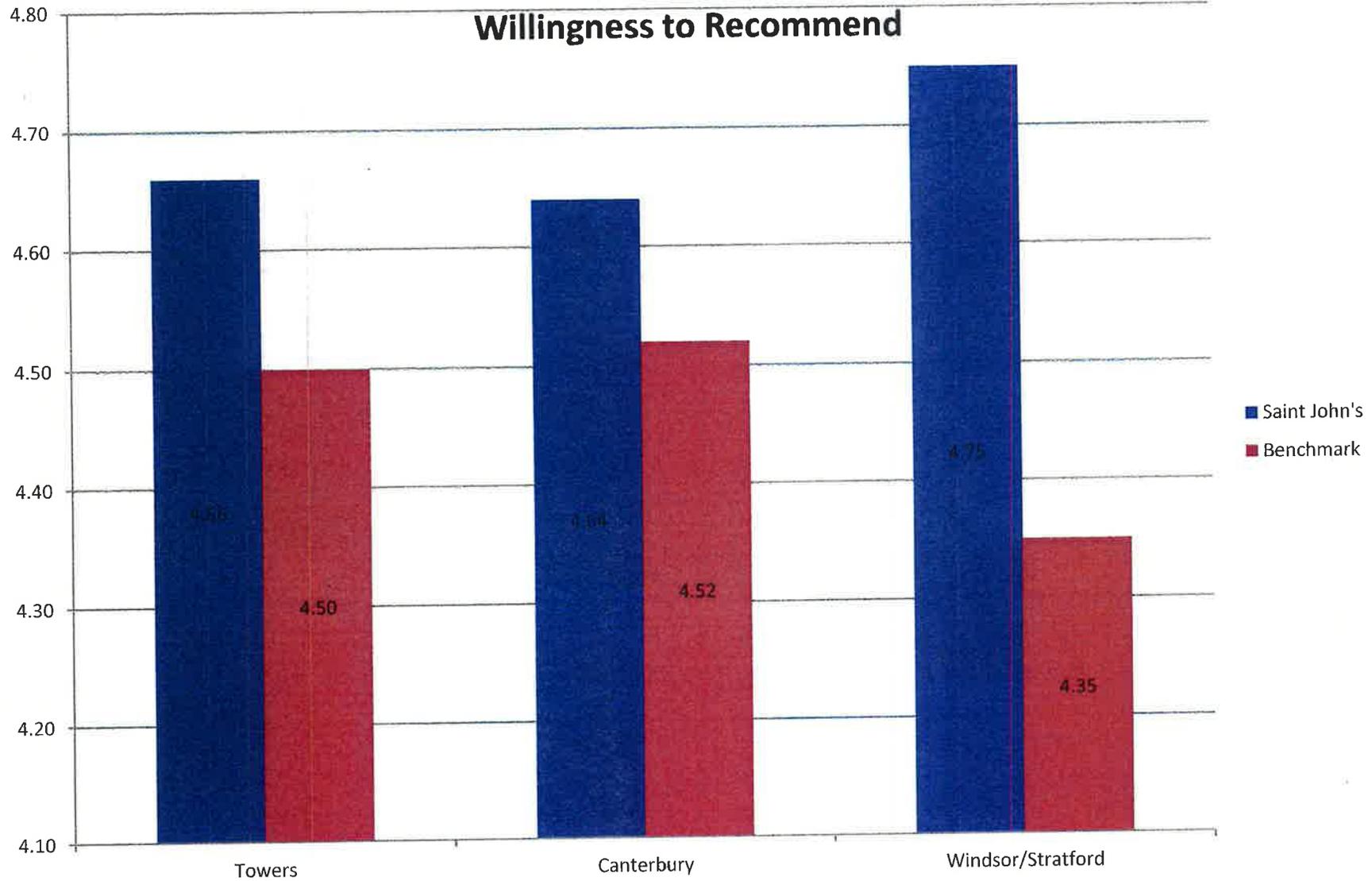
- Tower benchmarked against 3,010 residents of 15 communities from 13 organizations
- Canterbury was benchmarked against 372 residents of 13 communities from 12 organizations
- Windsor & Stratford were benchmarked against 351 residents of 13 communities from 12 organizations.

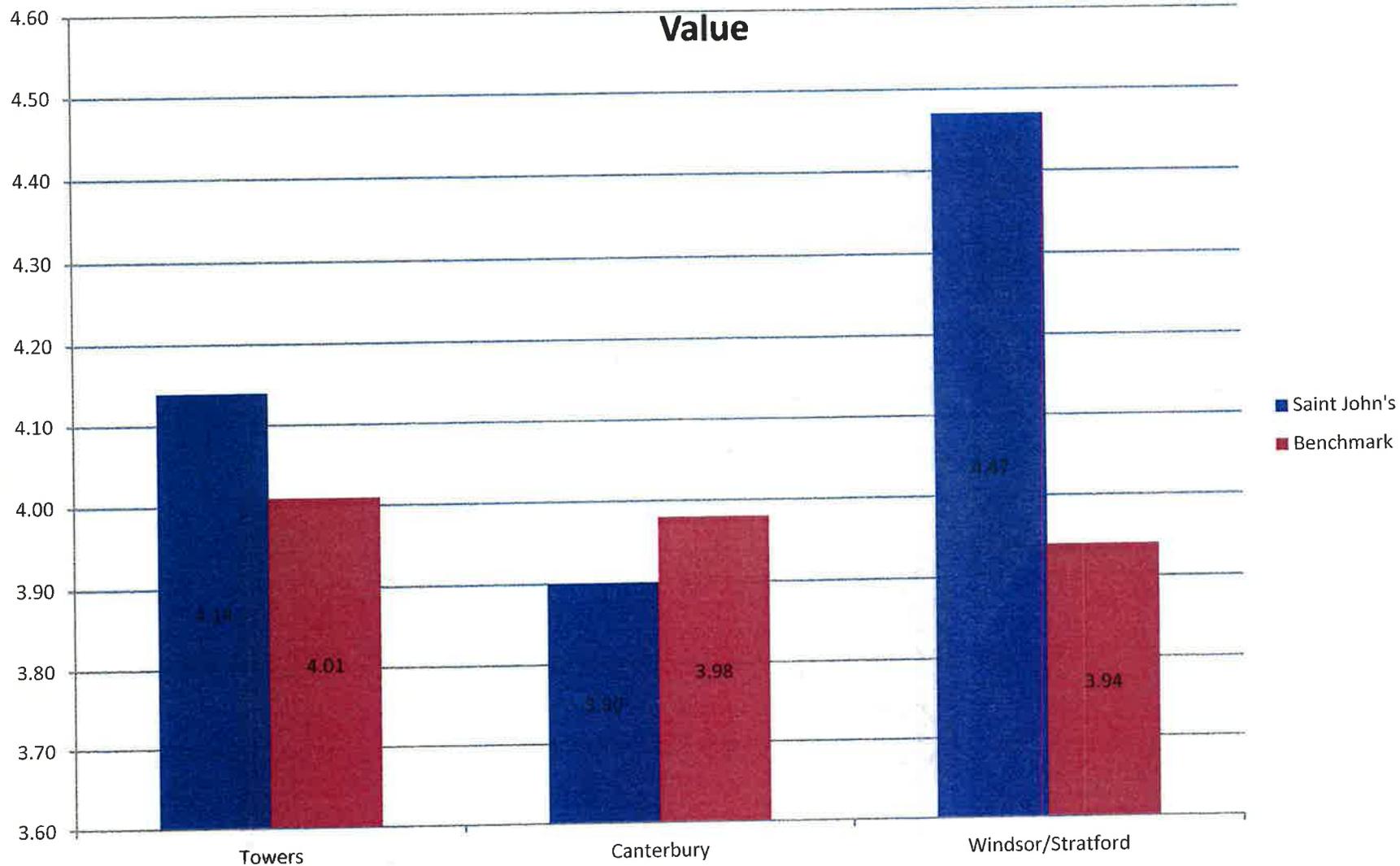


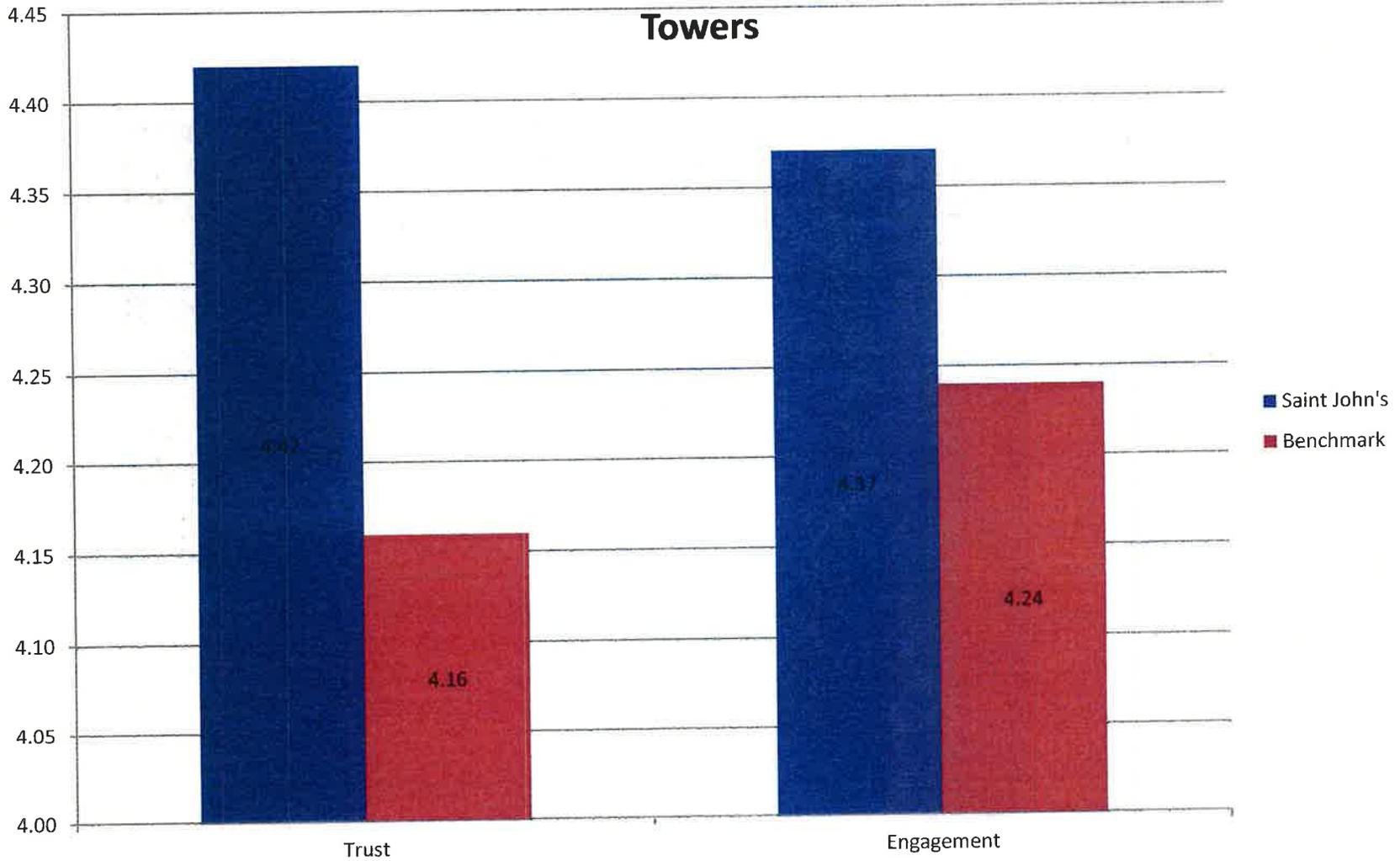


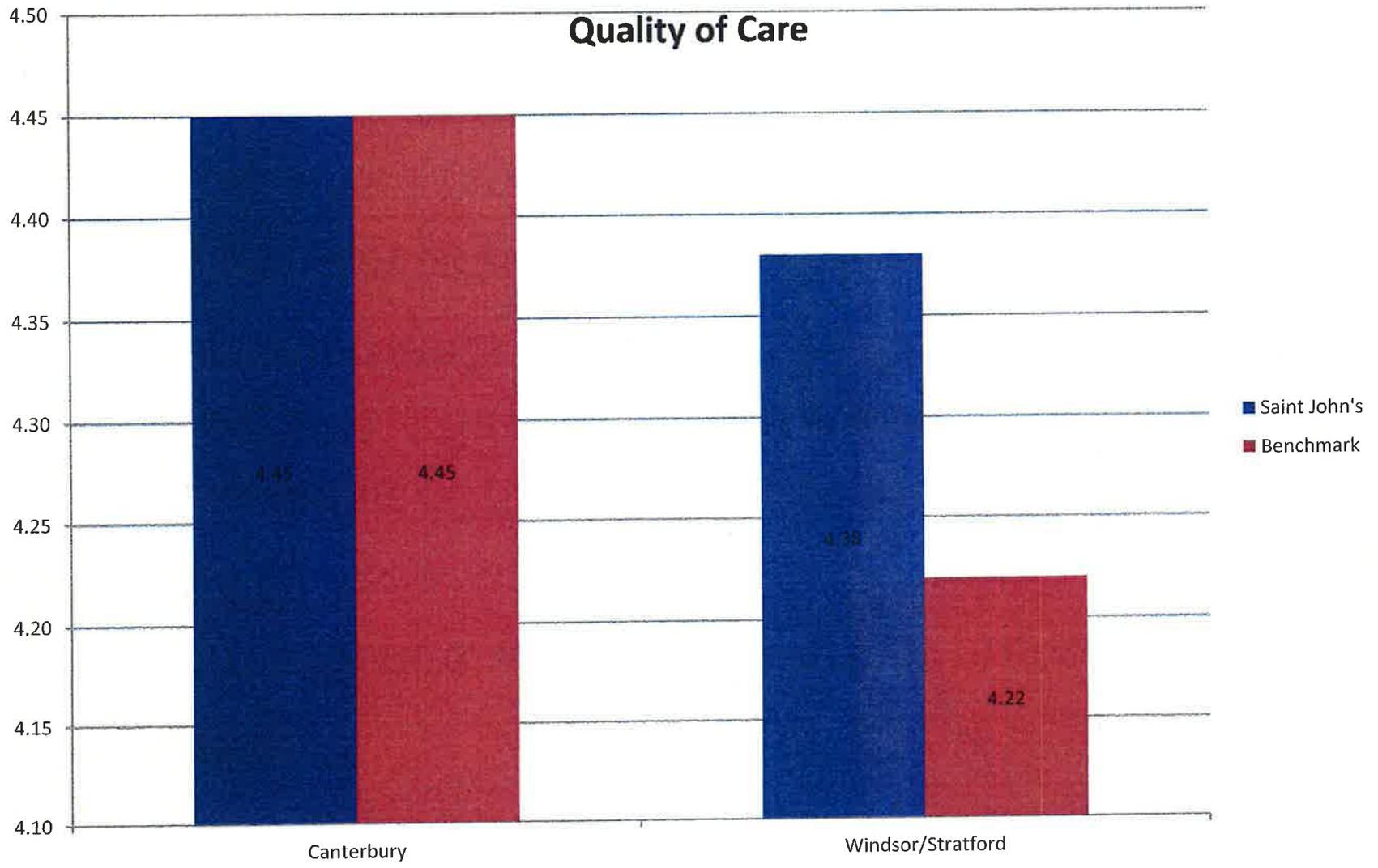
Reputation











Bottom 3 Scores

- Towers
 - I am satisfied with the variety of menu options (3.77)
 - As a result of participating in wellness/fitness programs, I have achieved sustained improvements in wellness (3.81)
 - As a result of participating in wellness/fitness programs, I have tried new things (3.87)

Bottom 3 Scores

- Canterbury
 - The quality of food meets my expectations (3.60)
 - I am satisfied with the service in the dining venue (3.64)
 - I am satisfied with the quality of laundry services (3.73)

Bottom 3 Scores

- Windsor/Stratford
 - I am satisfied with the quality of laundry services (3.71)
 - The quality of food meets my expectations (tie 4.27)
 - I am satisfied with the variety of menu options (tie 4.27)
 - The common areas make it easy to interact with others (4.33)

Top 3 Scores

- Towers
 - Staff is friendly and courteous (4.83)
 - I am satisfied with the courtesy and helpfulness of the front desk staff (4.79)
 - I feel Saint John's has a high quality reputation (4.78)

Top 3 Scores

- Canterbury
 - Saint John's is a safe place to live (4.82)
 - Staff is friendly and courteous (4.70)
 - Overall I am satisfied with Saint John's
 - I feel Saint John's has a high quality reputation
 - I would recommend Saint John's to others as a good place to live
 - Management is accessible when needed
 - Staff supports my ability to function as independently as possible
 - Tied at 4.64 each

Top 3 Scores

- Windsor/Stratford
 - I would recommend Saint John's to others as a good place to live (4.75)
 - I have opportunities to participate in interesting programs and activities (4.73)
 - I feel Saint John's has a high quality reputation (4.71)

Employee Survey Results

May, 2019

Benchmark

Surveys were created and administered by Novare, a national consortium of select, not-for-profit Life Plan Community providers of which Saint John's is a member.

Benchmarked against 3,735 employees of 14 communities from 13 organizations

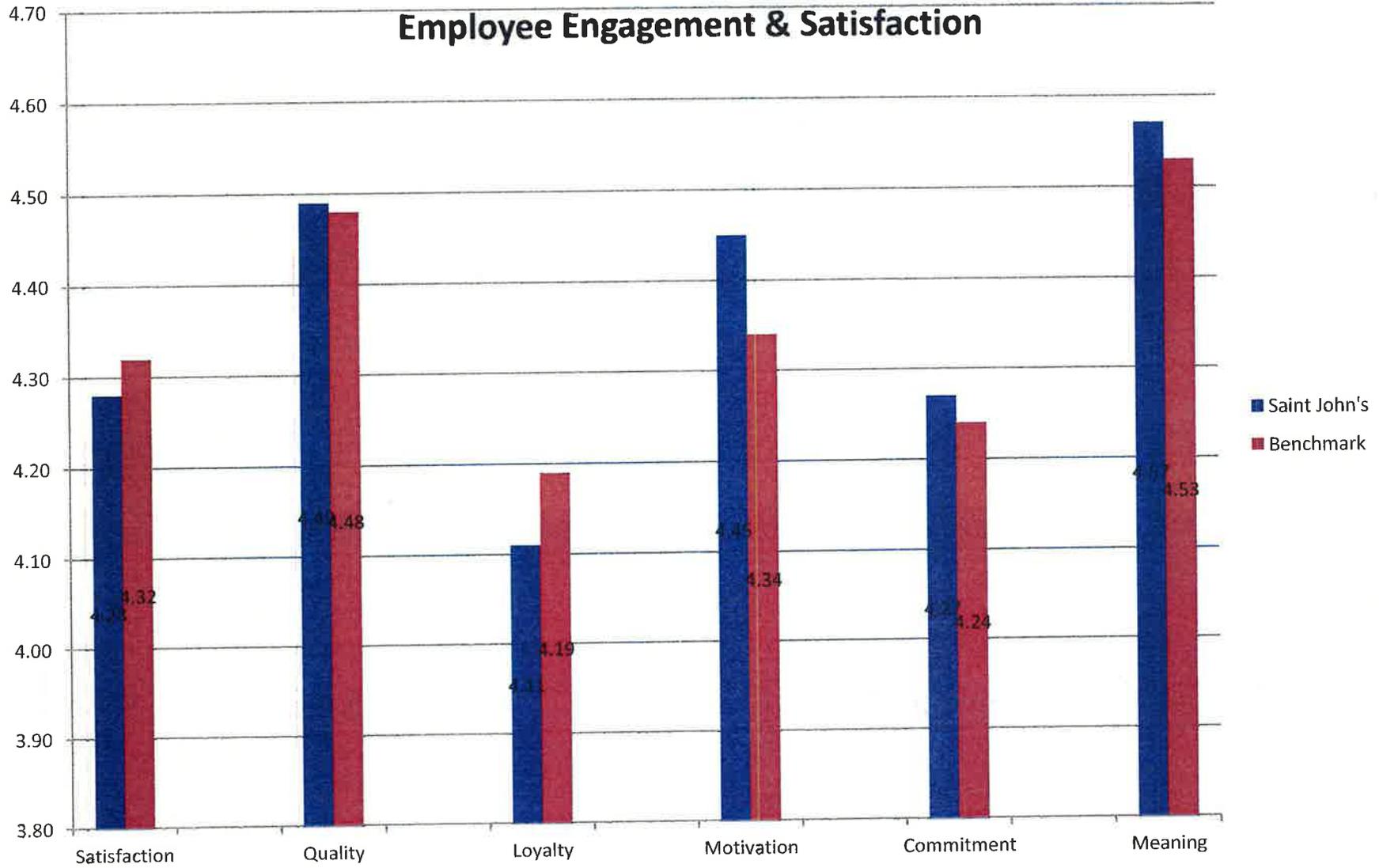
Response Rate

88 Surveys were returned, a 40% response rate.

Typical response rate for employees surveys is 56%.

Lower response rate attributed to survey weariness; also using tool to survey new hires as well as existing staff in an attempt to favorably impact retention.

Employee Engagement & Satisfaction



Bottom 3 Scores

- Communication between departments is effective (3.41)
- As a result of the focus on wellness, I have achieved sustained improvements in wellness (3.53)
- As a result of the focus on wellness, I have increased my healthy behaviors (3.73)

Top 3 Scores

- I am passionate about the work I do at Saint John's (4.60)
- In my work, I make a difference in the lives of people (4.57 tie)
- I am proud of my work; its more than just a job to me (4.57 tie)
- Saint John's provides good service to older adults (4.49)

**Aging Services in Milwaukee County
7/17/2019**

Number Capacity Advanced Age Dementia Care Accept T19 Medicare Provider

Continuing Care Retirement Communities (CCRC) also known as Life Plan Communities (Not to be confused with Life Care, a type of contract)	A continuum of care inclusive of independent apartments, assisted living (RCAC and/or CBRF) and skilled nursing.	16	n/a				
Residential Care Apartment Complex (RCAC)	Apartments with services including nursing, assistance with activities of daily living - personal care, housekeeping, laundry and meal prep. Limited to 28 hours per week of care and service.	37	3,689			9	
Community Based Residential Facility (CBRF)	Suites or rooms. Nursing, activities of daily living - personal care, housekeeping and laundry provided along with 3 meals per day served in a community dining room and life enrichment programming. May have programming for memory care.	224	4,654	156	125	95	
Skilled Nursing Facility (SNF)	Residents require 24 hour skilled nursing (wound care, IV medication, tube feeding, ostomy care, complex disease management, behavior management) and/or intensive therapy.	37	3,689				
Senior Housing	55+, affordable	16					
Adult Day Care		33	2,013	28	23	15	
Personal Care Agencies	Non-nursing	183				166	
Home Health Agencies	Nursing, therapy, personal care	32				21	27
Hospice	End of life (6 mos as certified by physician), inpatient & in home	11				11	11

Medicaid eligible older adults may also enroll in the following programs to assist with identification and provision of and funding for care and services:

Family Care, a long-term care program that helps obtain services needed to remain at home.

IRIS, a self-directed program established based on long-term care needs and goals. Enrollees decide what goods, support, and services will achieve their goals and, using their budget, create a support and service plan to meet their needs.

The Partnership Program integrates health and long-term support services, and includes home and community-based services, physician services, and all medical care.

Services are delivered in the member's home or a setting of his or her choice.

SAINT JOHN'S ON THE LAKE
Institute on Aging Minutes
Advisory Committee
June 13, 2019, 1:00 p.m. – 2:30 p.m.
Administrative Conference Room

***Vision:** To create lasting solutions to the negative consequences of poverty, discrimination and chronic health conditions among older adults in the wider Milwaukee community*

Committee Members: Renee Anderson, Sybil Bell, Kent Mayfield, Pat Ruttum, Donna Spars, Stephanie Stein, Monika Ahal, Executive Assistant

Excused: Dennis Conta, Seth Dietrich, John George, Judy Moon

Guest: Jana Troutman-Miller

Meeting Purpose: 1. Review reports from working groups on options for potential outreach and service in key areas of identified interest;
2. Discuss approach for future planning with Advisory Committee and staff.

Approval of Minutes – May 23, 2019 (Interim Meeting – Spiritual Growth, Development and Support)

Report as Working Groups -

Workforce Development and Support Report:

Area Health Education Center (AHEC) provides direct health information to an underserved population, fitting under the Institute's vision. Donna and Sybil met with DeDe Williams, CEO, and Suzanne Letellier, Director of Programs, at AHEC, Harvey Padek, Master Trainer and Chip Measells from Stowell Associates to find out what Saint John's can do to offer the Aging Mastery Program to more older adults.

The Bader Foundation funded translating the original Aging Mastery Program (AMP) designed for rural populations into a program for urban populations. Sybil is now helping write another proposal to Bader to fund four programs, two in the fall and two in the spring. Each program has ten sessions, one hour each, with students teaching. Sybil returned it to them on May 30th; the grant proposal is due to Bader on June 30th. AMP will then meet with the Greater Milwaukee Foundation (GMF) and Bader. Donna asked to join their meeting to get our name out and is waiting for their response. AHEC is interested in adding a staff member, 25 hour per week. Donna suggested that the Institute could commit to finding the money.

Renee, Donna and Dennis met with Chip Measells. Stowell committed to fund one round of the AMP in the fall utilizing their staff, i.e. nurses and social workers, to deliver the material. Monday we will bring the AHEC leadership to the Stowell office to meet the team and secure the commitment to funding.

Harvey Padek would like to take the next step by partnering with the Alzheimer's Association as they want AMP delivered to caregivers through them. This meets the goal of the Institute of educating unpaid caregivers.

Stephanie and Donna stated the importance of documenting our involvement with AHEC to tell the story of the impact in people's lives, building relationships and good will, and moving toward something bigger. If this turns into an evidence-based program with the Wisconsin Institute of Healthy Aging, the Institute could be a local sponsor.

Spiritual Growth, Development and Support/Quality of Life report:

Jana and Kent met with Gorge Fitchett and Wendy Cadge. They are waiting to see what we want to do, what we can do, and are willing to collaborate. They will move ahead with *Building a Coalition to Support Best Practices in Spiritual Care for Older Adults* regardless of our involvement. The proposal contemplates 5 retirement communities contributing \$50,000 each to the research. The goal of the study does not align with the mission of the Institute however the study is of interest. Discussion was held regarding the opportunity for the Diocese to consider either funding or fundraising as the outcome would further enhance the reputation of Episcopal retirement communities. Jana will consider a conversation with Bishop Miller.

A second proposal also involving Drs. Cadge and Fitchett, *A Crown of Glory: Mapping the Religious and Spiritual Resources and Challenges of Older Adults*, does align with the mission of the Institute. The projected budget for the research is \$250,000 and would therefore require several funding partners. Discussion was held regarding whom to approach to ascertain interest.

Discuss Approach to Future Planning, Committee Opportunities:

The Institute will continue as an advisory committee. To advance the Institute, we will need to add a working group with Kent and our staff, Donna, Renee, Sybil and Jana. Donna will write a vision statement of the working group and send out to committee members - Stephanie and Pat have volunteered. Stephanie suggested inviting people from the community to have discussions to help us figure out what to do.

There will be no meeting in July. The next meeting will be held on Thursday, August 15th in the Admin Conference Room at 1:00 p.m.

Saint John's On The Lake
Finance and Investment Committee
Meeting Minutes July 19, 2019

Present: John Mellowes, Chair, Polly Beal, Sandy Fedderly, Renee Anderson, Dan Lemminger, Eric Gaylord of Marquette

Dan reviewed 2019 Quarter 2 occupancy and May financial statements. June financial statements have been delayed by a software upgrade; they will be distributed at the Board meeting.

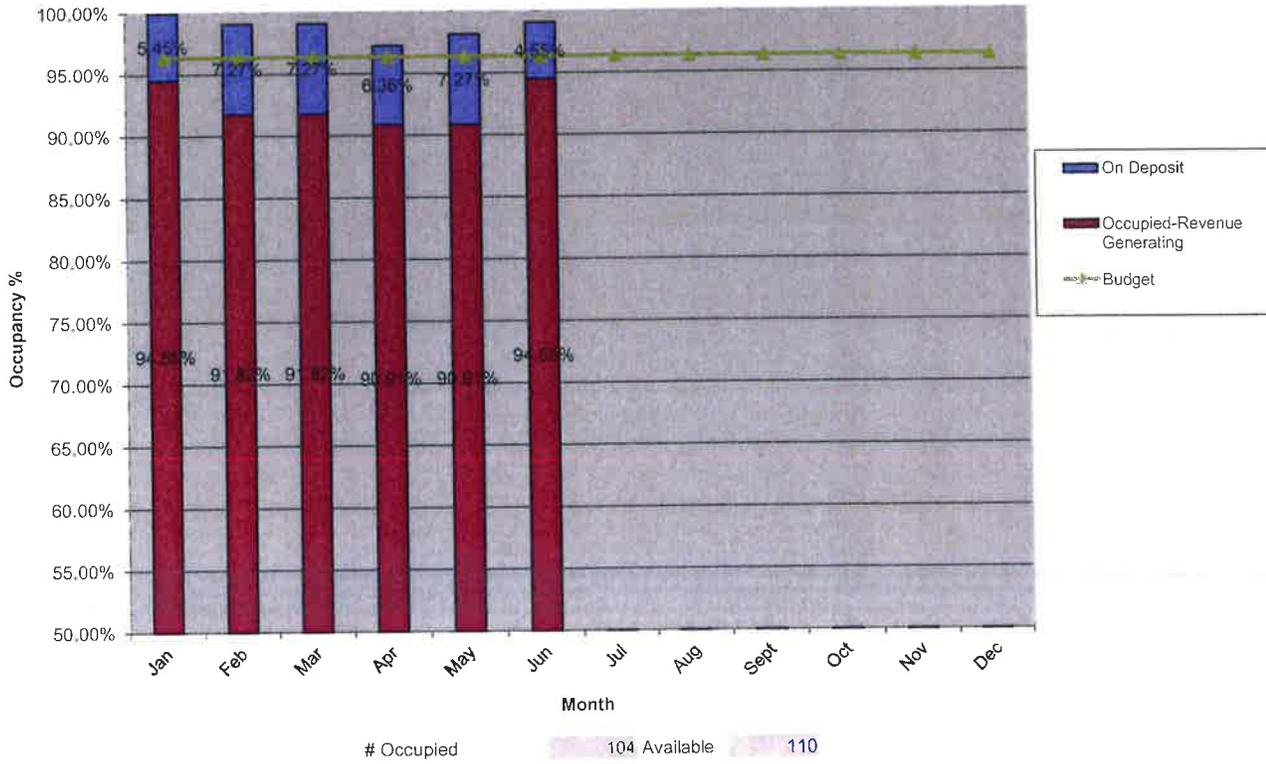
Dan reviewed the 2018 990 filing.

Eric Gaylord reviewed the market environment and the operating portfolio performance for the 2nd quarter.

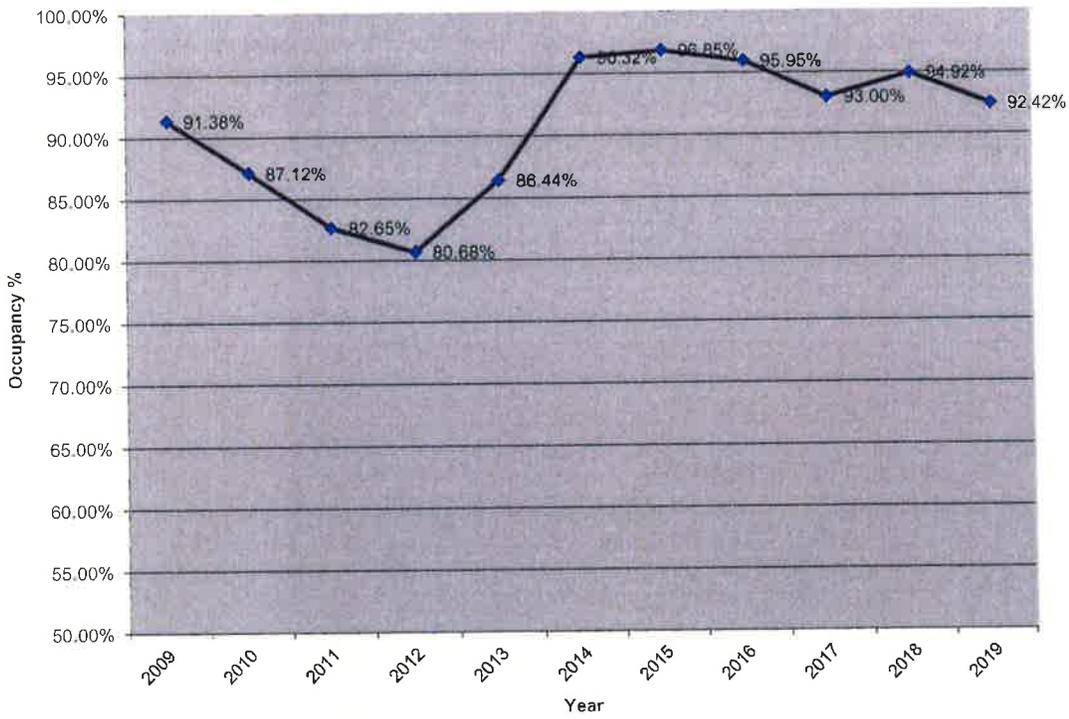
The Committee agreed to move \$2 million from Fidelity Small Cap Value to Kayne Anderson Rudnik. Dan stated we have \$1.5 million to invest. Eric suggested a money market fund and the Committee agreed.

Eric also reviewed the performance of the 2 debt related portfolios as well as the invested project funds.

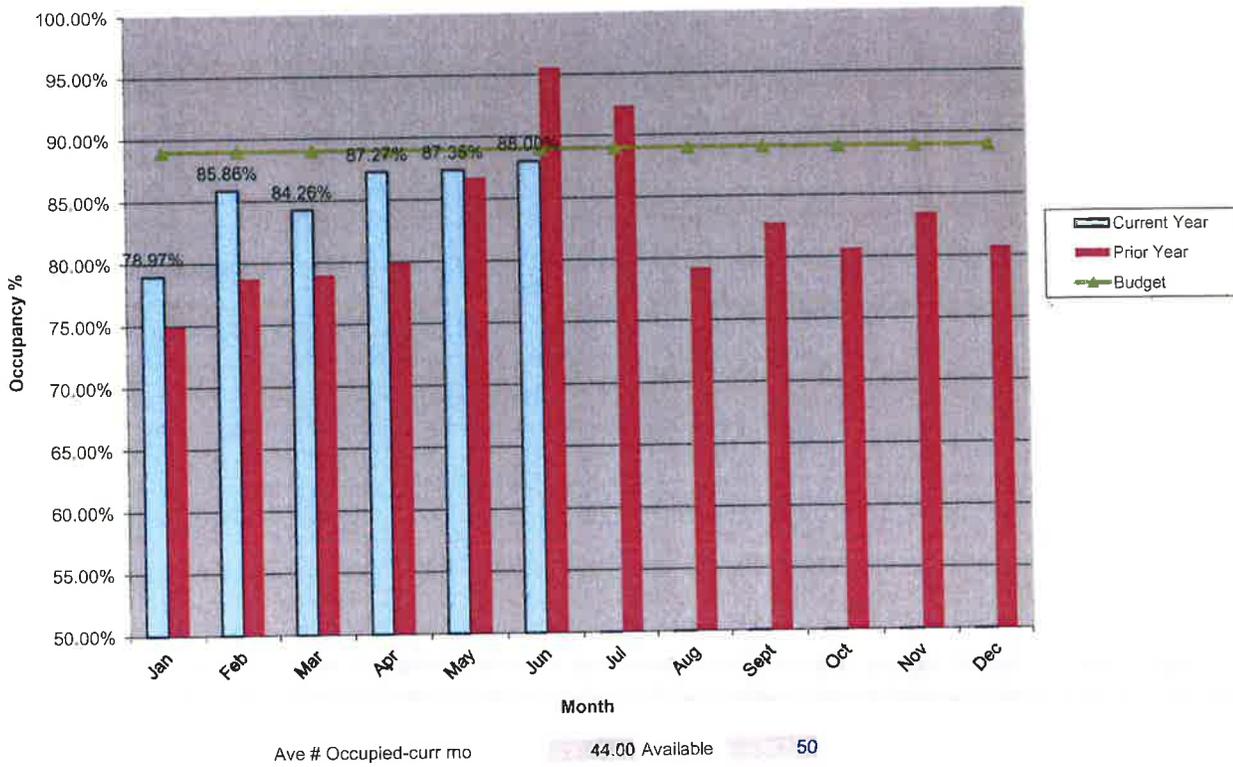
Saint John's Communities, Inc.
Central Tower 2019 Occupancy



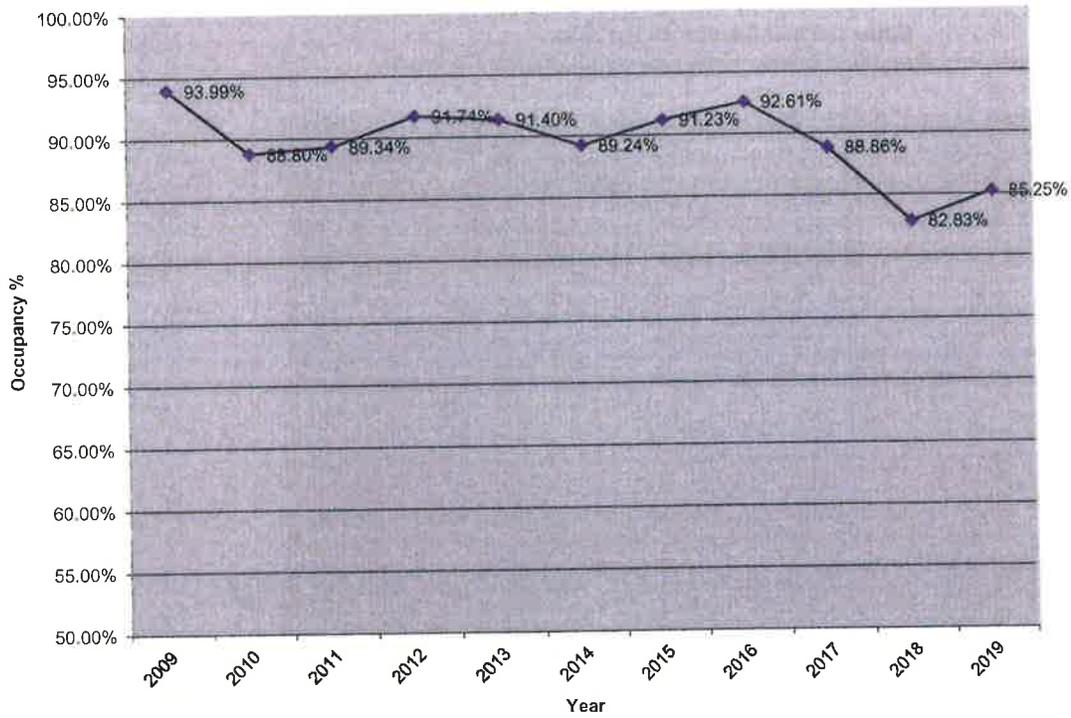
Saint John's Communities, Inc.
Central Tower Historical Occupancy Percent



**Saint John's Communities, Inc.
Windsor/Stratford SNF 2019 Occupancy Percent**



**Saint John's Communities, Inc.
Windsor/Stratford SNF Historical Occupancy Percent**



Saint John's Communities, Inc.
Notes to Financial Statements
June 30, 2019

Balance Sheet

Cash of \$8.1 mil includes \$5.2 mil from Deposits on Expansion Units and \$2.9 mil of routine cash. The outstanding balance of the line of credit remained at \$0 at month-end.

Construction in Progress balance of \$43.9 mil reflects costs related to the Independent Living expansion and Health Center replacement project ("the Project")

Portfolio balance of \$42.3 mil reflects ytd portfolio gains \$4.5M (nearly all unrealized). Project Funds of \$40.7 mil reflect the issuance of the 2018 Series A and Series B bonds in the prior year to fund the Project plus investment gains less capital payments made. Debt Service Reserve Fund consists principally of \$2.5 mil and \$7.5 mil of required Series 2015B and Series 2018A reserve funds, respectively.

Deferred Financing Fees consist of issuance costs associated with the Series 2015A & 2015B bond issue combined with Series 2018A & 2018B bonds issued to fund the Project in the prior year. Long-term debt consists of \$86.6 mil of Series 2018A public bonds, \$19.6 mil of Series 2015A private bank placement bonds, \$25.2 mil of Series 2015B public bonds and \$8.3 mil Series 2012 private bank placement bonds.

Statements of Operations

As compared to 2018:

Total ytd revenue is favorable to June 2018 ytd by 3.9%, reflecting an increase in Net Resident Revenue (mostly attributed to rate increases implemented January 1 and an increase in contract termination gains stemming from unamortized and non-refundable entry fees) partially offset by a reduction in Investment Income. Operating expenses exceed June 2018 ytd levels by 3.9% on average. The \$325k unfavorable variance is primarily attributed to wages and FICA (\$273k, due to approximate 3% merit increase and additional FTEs hired, mostly related to the Project), health insurance (\$26k, due to an increase in renewal rates), consulting (\$77k, mostly related to a temporary HR recruiter) and repair and maintenance (\$50k, due to water damage and other repairs and South Tower window replacements).

The favorable variance reported for unrealized gains/losses reflect the impact of the investment markets between years on the Saint John's investment portfolio.

As compared to budget:

Total ytd Revenue compares unfavorably to budget by -1.7%, reflecting an unfavorable variance in Investment Income (due to \$212k in realized losses) and an unfavorable variance in Net Resident Revenue primarily attributed lower than anticipated Skilled Nursing Facility (SNF) and Tower occupancy, partially offset by the timing of contract termination gains.

Operating expenses reflect a favorable \$64k budget variance due mainly to a favorable variance within Direct Care (most notably within wages in response to lower-than-expected SNF occupancy and within chaplain expense due to favorable Symposium expenses), partially offset by unfavorable variances within Facilities (namely repair expenses) and Dining and Hospitality (namely food).

The \$3.6 mil positive variance in Unrealized Gains & Losses on the Saint John's investment portfolio reflects favorable year-to-date market performance compared to projections.

The favorable variance of \$595k in Change in Interest in Foundation is primarily due to investment portfolio performance.

Cash Flow

Positive Cash Flow of \$2.8 mil reflects cash provided by operating activities, mostly notably the receipt of resident entrance fees and wait list deposits, partially offset by capital expenditures principally relating to the Expansion CIP.

Saint John's Communities, Inc.
Combined Balance Sheets
June 30, 2019 and 2018

	<u>2019</u>	<u>2018</u>	<u>Change</u>	<u>%</u>
Assets				
Current Assets				
Cash-Unrestricted	2,893,451	(337,010)	3,230,461	-958.57%
Cash-Restricted	5,168,277	5,462,700	(294,423)	-5.39%
Cash-Total	8,061,728	5,125,690	2,936,038	57.28%
Entry Fees Receivable	0	0	0	0.00%
Accounts Receivable, Net	978,685	983,573	(4,888)	-0.50%
Pledges Receivable	0	0	0	0.00%
Other - Inventory & Prepaid Expenses	274,436	240,127	34,309	14.29%
Total Current Assets	9,314,849	6,349,390	2,965,459	46.70%
Investments:				
Portfolio	42,256,011	39,845,793	2,410,218	6.05%
Project Funds	40,716,450	74,606,714	(33,890,264)	-45.43%
Debt Service Reserve Fund	10,013,205	9,465,538	547,667	5.79%
Other-Donated Funds	184,215	244,857	(60,642)	-24.77%
Property, Plant & Equipment, Net	58,567,941	64,805,411	(6,237,470)	-9.62%
Construction in Progress	43,885,172	10,306,570	33,578,602	325.80%
Capitalized Interest	6,271,469	6,548,715	(277,246)	-4.23%
Capitalized Marketing Fees	617,556	926,335	(308,779)	-33.33%
Deferred Financing Fees	1,823,286	1,570,052	253,234	16.13%
Interest in Foundation	7,664,967	7,224,333	440,634	6.10%
Interest in Subsidiary	74,998	74,998	0	0.00%
Total Assets	221,390,119	221,968,706	(578,587)	-0.26%
Liabilities and Net Assets				
Current Liabilities				
Current Maturities of Long Term Debt	1,169,335	1,135,592	33,743	2.97%
Line of Credit Draws	0	346,214	(346,214)	-100.00%
Accounts Payable	601,866	387,819	214,047	55.19%
Advanced Deposits & Prepayment	6,585,453	6,765,870	(180,417)	-2.67%
Accrued Expenses	2,507,977	1,210,712	1,297,265	107.15%
Total Current Liabilities	10,864,631	9,846,207	1,018,424	10.34%
Refundable Entrance Fees	39,635,036	39,849,453	(214,417)	-0.54%
Deferred Revenue on Non-refundable Entrance Fees	20,971,669	18,760,229	2,211,440	11.79%
Refunds Due & Deferred Revenue	60,606,705	58,609,682	1,997,023	3.41%
Long Term Debt	138,575,372	140,032,610	(1,457,238)	-1.04%
Total Liabilities	210,046,708	208,488,499	1,558,209	0.75%
Net Assets	11,343,411	13,480,207	(2,136,796)	-15.85%
Total Liabilities & Net Assets	221,390,119	221,968,706	(578,587)	-0.26%

Saint John's Communities, Inc.
Combined Statements of Operations
For The Periods Ended June 30, 2019 & 2018

	<u>2019</u>	<u>2018</u>	<u>Variance</u>	<u>%</u>
Revenue				
Net Resident Revenue	9,473,400	8,879,290	594,110	6.69%
Investment Income	179,321	437,610	(258,289)	-59.02%
Unrestricted Contributions	169,086	133,475	35,611	26.68%
Other	803,853	779,712	24,141	3.10%
Total Revenue	<u>10,625,660</u>	<u>10,230,087</u>	<u>395,573</u>	<u>3.87%</u>
Expenses				
Direct Care	2,508,761	2,491,199	(17,562)	-0.70%
Dining & Hospitality	1,261,340	1,192,191	(69,149)	-5.80%
Facilities	1,067,826	945,079	(122,747)	-12.99%
Housekeeping & Laundry	266,530	257,928	(8,602)	-3.34%
Administrative	2,584,731	2,462,209	(122,522)	-4.98%
Interest	957,601	973,346	15,745	1.62%
Total Expenses	<u>8,646,789</u>	<u>8,321,952</u>	<u>(324,837)</u>	<u>-3.90%</u>
Gain (Loss) from Operations	<u>1,978,871</u>	<u>1,908,135</u>	<u>70,736</u>	<u>3.71%</u>
Change in Unrealized Gains & Losses	4,295,682	(403,032)	4,698,714	-1165.84%
Depreciation and Amortization	(4,335,433)	(4,312,908)	(22,525)	-0.52%
Other-Loss on Disposal of Fixed Asset	(89)	197	(286)	
Increase (Decrease) in Unrestricted Net Assets	<u>1,939,031</u>	<u>(2,807,608)</u>	<u>4,746,639</u>	<u>-169.06%</u>
Change in Interest in Foundation	719,231	(210,777)	930,008	-441.23%
Restricted Contributions	76,080	264,970	(188,890)	-71.29%
Increase (Decrease) in Restricted Net Assets	<u>795,311</u>	<u>54,193</u>	<u>741,118</u>	<u>1367.55%</u>
Change in Net Assets	<u><u>2,734,342</u></u>	<u><u>(2,753,415)</u></u>	<u><u>5,487,757</u></u>	<u><u>-199.31%</u></u>

Saint John's Communities, Inc.
Combined Statements of Operations
For The Period Ended June 30, 2019

	Current Month				YTD			
	Actual	Budget	Variance	%	Actual	Budget	Variance	%
Revenue								
Net Resident Revenue	1,506,588	1,583,745	(77,157)	-4.87%	9,473,400	9,505,698	(32,298)	-0.34%
Investment Income	162,048	54,194	107,854	199.01%	179,321	326,845	(147,524)	-45.14%
Unrestricted Contributions	500	1,634	(1,134)	-69.40%	169,086	145,426	23,660	16.27%
Other	<u>132,149</u>	<u>141,026</u>	<u>(8,877)</u>	<u>-6.29%</u>	<u>803,853</u>	<u>835,119</u>	<u>(31,266)</u>	<u>-3.74%</u>
Total Revenue	1,801,285	1,780,599	20,686	1.16%	10,625,660	10,813,088	(187,428)	-1.73%
Expenses								
Direct Care	432,040	453,878	21,838	4.81%	2,508,761	2,653,729	144,968	5.46%
Dining & Hospitality	225,425	211,907	(13,518)	-6.38%	1,261,340	1,220,562	(40,778)	-3.34%
Facilities	165,734	178,361	12,627	7.08%	1,067,826	1,023,793	(44,033)	-4.30%
Housekeeping & Laundry	48,644	46,283	(2,361)	-5.10%	266,530	262,187	(4,343)	-1.66%
Administrative	408,788	436,140	27,352	6.27%	2,584,731	2,593,656	8,925	0.34%
Interest	<u>159,226</u>	<u>159,095</u>	<u>(131)</u>	<u>-0.08%</u>	<u>957,601</u>	<u>956,983</u>	<u>(618)</u>	<u>-0.06%</u>
Total Expenses	1,439,857	1,485,664	45,807	3.08%	8,646,789	8,710,910	64,121	0.74%
Gain (Loss) from Operations	361,428	294,935	66,493	22.54%	1,978,871	2,102,178	(123,307)	-5.87%
Change in Unrealized Gains & Losses	1,756,539	117,574	1,638,965	1393.99%	4,295,682	709,366	3,586,316	505.57%
Depreciation and Amortization	(724,897)	(733,640)	8,743	1.19%	(4,335,433)	(4,401,840)	66,407	-1.51%
Transfer to Foundation	0	0	0	0.00%	0	0	0	0.00%
Other-Loss on Disposal of Fixed Asset	0	0	0	0.00%	(89)	0	(89)	0.00%
Increase (Decrease) in Unrestricted Net Assets	1,393,070	(321,131)	1,714,201	533.80%	1,939,031	(1,590,296)	3,529,327	221.93%
Change in Interest in Foundation	343,809	97,538	246,271	-252.49%	719,231	124,085	595,146	-479.63%
Restricted Contributions	<u>12,376</u>	<u>34,119</u>	<u>(21,743)</u>	<u>-63.73%</u>	<u>76,080</u>	<u>278,640</u>	<u>(202,560)</u>	<u>-72.70%</u>
Increase (Decrease) in Restricted Net Assets	356,185	131,657	224,528	170.54%	795,311	402,725	392,586	-97.48%
Change in Net Assets	1,749,255	(189,474)	1,938,729	1023.22%	2,734,342	(1,187,571)	3,921,913	330.25%

Saint John's Communities, Inc.
Statement of Cash Flows
For The Period Ended June 30, 2019

Cash Flows from Operating Activities	
Change in Net Assets	2,734,342
Adjustments to Reconcile Change in Net Assets to Net Cash Provided by Operating Activities:	
Depreciation and Amortization	4,335,433
Change in Interest in Foundation	(719,231)
Change in Interest in Subsidiary	0
Change in Net Unrealized Gains	(4,295,682)
Net Realized Gains	212,291
Net Proceeds from Turnover of Resident Entrance Fees	3,401,554
Amortization of Deferred Revenue	(1,468,834)
Changes in Operating Assets and Liabilities	94,062
Total Adjustments	<u>1,559,593</u>
Net Cash Provided by Operating Activities	4,293,935
Cash Flows from Investing Activities	
Change in Assets Limited as to Use-Series 2018 Bond Fund	19,818,351
Change in Assets Limited as to Use	(640,204)
Capital Expenditures-Expansion Project CIP	(19,257,113)
Capital Expenditures-Routine	(818,264)
Net Cash Provided by Investing Activities	<u>(897,230)</u>
Cash Flows from Financing Activities	
Payment of Financing Fees-Series 2018 Bonds	0
Proceeds from Additional Borrowing-Series 2018 Bonds	0
Proceeds from Additional Borrowing-Line of Credit	0
Proceeds from Deposits on Expansion Units, Net	(469,380)
Principal Payments on Long term Debt	(118,380)
Net Cash Provided by Financing Activities	<u>(587,760)</u>
Net Increase (Decrease) in Cash & Equivalents	<u><u>2,808,945</u></u>

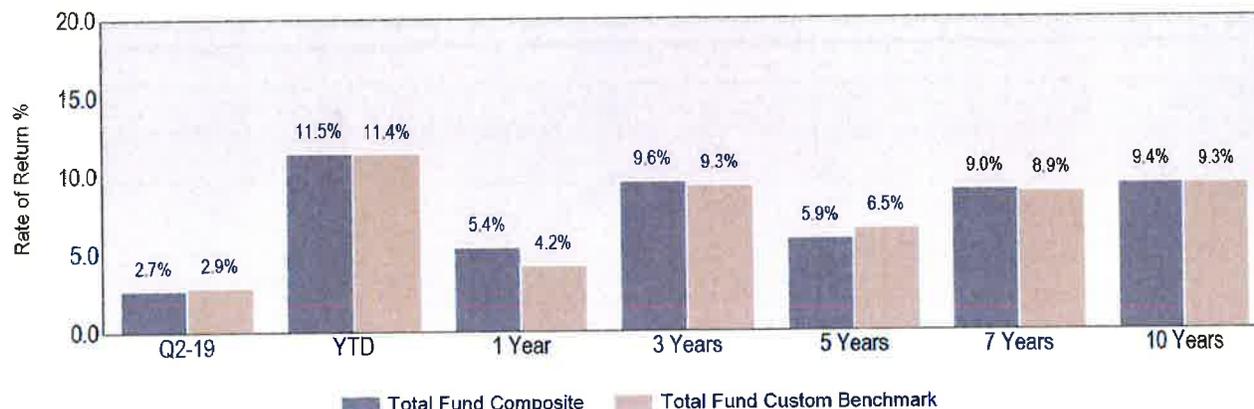
Total Fund Composite

As of June 30, 2019

Portfolio Summary

Market Value: \$42.3 Million and 100.0% of Fund

Return Summary Ending June 30, 2019



Return Summary - 1 Year

	Total Return
Total Fund Composite	5.4%
Total Fund Custom Benchmark	4.2%
Fixed Income Composite	5.9%
BBgBarc US Aggregate TR	7.9%
U.S. Equity Composite	7.8%
Wilshire 5000 Total Market	9.1%
International Equity Composite	-2.2%
MSCI ACWI ex USA	1.3%
Real Estate Composite	6.5%
NFI	5.5%

Asset Allocation vs. Target

	Current	Current	Policy	Difference	%
Fixed Income	\$8,005,250	18.9%	20.0%	-\$455,764	-1.1%
U.S. Equity	\$15,644,407	37.0%	35.0%	\$837,632	2.0%
Non-U.S. Equity	\$8,782,497	20.8%	20.0%	\$321,482	0.8%
Real Assets	\$4,656,275	11.0%	10.0%	\$425,768	1.0%
Private Equity	\$5,053,349	11.9%	15.0%	-\$1,292,412	-3.1%
Other	\$163,294	0.4%	--	\$163,294	0.4%
Total	\$42,305,071	100.0%	100.0%		

Summary of Cash Flows

	Second Quarter	Year-To-Date	One Year	Three Years	Five Years	Seven Years	Ten Years
Beginning Market Value	\$41,193,188.13	\$37,960,650.05	\$40,152,778.24	\$28,071,438.64	\$23,045,405.54	\$15,652,786.78	\$10,273,433.00
Net Cash Flow	-\$10,952.93	-\$26,804.79	-\$58,079.63	\$4,102,386.36	\$8,772,666.84	\$9,982,038.27	\$11,431,187.73
Net Investment Change	\$1,122,835.95	\$4,371,225.89	\$2,210,372.54	\$10,131,246.15	\$10,486,998.77	\$16,670,246.10	\$20,600,450.42
Ending Market Value	\$42,305,071.15						

SAINT JOHN'S OFFICE OF PHILANTHROPY: CONTRIBUTION REPORT of JUNE 30, 2019

	June-19	Q1-2019	Q2-2019	Q3-2019	Q4-2019	Y-T-D	GOALS 2019	% Goal
OPERATIONAL: UNRESTRICTED GIFTS	\$500.00	\$116.09	\$569.95	\$0.00	\$0.00	\$686.04	\$20,000.00	3%
Annual Fund	\$ 500.00	\$116.09	\$569.95	\$0.00	\$0.00	\$686.04	\$20,000.00	3%
OPERATIONAL: RESTRICTED GIFTS	\$11,776.33	\$20,949.19	\$49,030.19	\$0.00	\$0.00	\$69,979.38	\$425,000.00	16%
Capital Projects	\$ 3,554.72	\$0.00	\$20,854.72	\$0.00	\$0.00	\$20,854.72	\$180,000.00	12%
Chapel Fund	\$ 805.00	\$3,211.00	\$3,150.00	\$0.00	\$0.00	\$6,361.00	\$15,000.00	42%
Employee Fund	\$ 2,130.00	\$2,392.00	\$4,622.67	\$0.00	\$0.00	\$7,014.67	\$150,000.00	5%
Library Fund	\$ 39.00	\$0.00	\$244.76	\$0.00	\$0.00	\$244.76	\$0.00	
LifeStreams Programs		\$3,000.00	\$530.00	\$0.00	\$0.00	\$3,530.00	\$5,000.00	71%
Pet Project		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Symposium Fund	\$ 2,500.00	\$4,611.00	\$13,550.00	\$0.00	\$0.00	\$18,161.00	\$50,000.00	36%
Thrift Shoppe	\$ 2,747.61	\$7,735.19	\$6,078.04	\$0.00	\$0.00	\$13,813.23	\$25,000.00	55%
SUBTOTAL: OPERATIONAL GIFTS	\$12,276.33	\$21,065.28	\$49,600.14	\$0.00	\$0.00	\$70,665.42	\$445,000.00	16%
FOUNDATION: UNRESTRICTED GIFTS	\$1,510.00	\$18,548.51	\$3,760.00	\$0.00	\$0.00	\$22,308.51	\$25,000.00	89%
General Fund	\$ 1,510.00	\$18,548.51	\$3,760.00	\$0.00	\$0.00	\$22,308.51	\$25,000.00	89%
FOUNDATION: SPECIFIED ENDOWMENTS	\$8,805.00	\$4,410.00	\$44,569.00	\$0.00	\$0.00	\$48,979.00	\$50,500.00	97%
Chapel Music		\$100.00	\$2,000.00	\$0.00	\$0.00	\$2,100.00	\$0.00	
Chaplaincy	\$ 500.00	\$0.00	\$1,000.00	\$0.00	\$0.00	\$1,000.00	\$1,000.00	100%
Charitable Care	\$ 5,060.00	\$200.00	\$9,780.00	\$0.00	\$0.00	\$9,980.00	\$15,000.00	67%
Garden & Nature Fund		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$3,000.00	0%
LifeStreams Endowment	\$ 1,150.00	\$200.00	\$12,710.00	\$0.00	\$0.00	\$12,910.00	\$12,000.00	108%
Fjermestad/Fetter Music Fund		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Johnson Music Fund		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Maroti Opera Fund		\$0.00	\$3,000.00	\$0.00	\$0.00	\$3,000.00	\$0.00	
Nelson Choral Music		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Teweles Entertainment Fund		\$0.00	\$100.00	\$0.00	\$0.00	\$100.00	\$0.00	
Tyler Program	\$ 100.00	\$0.00	\$300.00	\$0.00	\$0.00	\$300.00	\$0.00	
Wagoner Music Fund		\$0.00	\$900.00	\$0.00	\$0.00	\$900.00	\$1,500.00	60%
Scholarship Endowment	\$ 1,625.00	\$290.00	\$6,755.00	\$0.00	\$0.00	\$7,045.00	\$18,000.00	39%
Titus Scholarship Fund	\$ 370.00	\$3,620.00	\$8,024.00	\$0.00	\$0.00	\$11,644.00		
Visual-Impairment Fund		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
SUBTOTAL: FOUNDATION GIFTS	\$10,315.00	\$22,958.51	\$48,329.00	\$0.00	\$0.00	\$71,287.51	\$75,500.00	94%
SUBTOTAL: OPERATIONS+FOUNDATION	\$22,591.33	\$44,023.79	\$97,929.14	\$0.00	\$0.00	\$141,952.93	\$520,500.00	27%
TOTAL PLEDGE PAYMENTS	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$7,500.00	0%
Pledge Payments:Foundation			\$0.00	\$0.00	\$0.00	\$0.00	\$7,500.00	0%
NOTE: goal of \$50,000 was set to include sponsorships and registrations, but alas are not charitable gifts and therefore not reflected in monthly totals								

OAC meeting #27
6/27/19

In attendance: Ron Blitch—Blitch/Knevel
Jeffrey Holzhauser and Scott Kindness—EUA
Ben Bergles and Jason Schneider—VJS
Renee Anderson, Dan Lemminger, Mike Lingle—SJOL
Richard Lombroia—zumBrunnen
Deborah Conta and Diane Beckley—SJOL Board

Site visit: As per protocol, the meeting began with a site visit, starting with a climb to the 2nd floor. The tour included a walk through resident suites, the spa facility that is a requirement for each care neighborhood floor (in addition to individual bathrooms) and an opportunity to view the floor's open areas. Twenty-five resident rooms are on each of the care floors with two large living rooms, open kitchen, fireplace and ample lighting from large windows on east and west sides. Several large rooms/suites on each care floor are pending licensure as double occupancy for couples.

The effect is one of light, spacious design. From the second floor, the touring group took the elevator/hoist to the 11th floor for a spectacular 360 degree view of Milwaukee, the lake and the harbor. The ride up and down was thrilling as was the view on all sides.

Highlights of the meeting are as follows:

Safety/neighborhood concerns: Per Ben Bergles of VJS, "What a week it has been for safety." An incident with the tower crane over the weekend of 6/21 involved a plate falling off the climbing tower and hitting a first-floor window in the building at 1806 E. Kane. After a few days of not hearing from the building owner (Edgewater Realty), the building manager called (actually, during this meeting) and authorized VJS to go ahead and fix the window. No one was injured in the incident.

Site Logistics and Crane jump: The construction process is at the point that two more crane jumps are required with the final crane jump scheduled for 7/13 for the topmost floors. Overall, the construction process involves five crane jumps.

(Just a little FYI from "How Things Work" to explain a crane jump: Tower cranes arrive at the construction site on 10 to 12 tractor-trailer rigs. The crew uses a mobile crane to assemble the jib and the machinery section, and places these horizontal members on a 40-foot (12-m) mast that consists of two mast sections. The mobile crane then adds counterweights. The mast rises from this firm foundation. The mast is a large, triangulated lattice structure, typically 10 feet (3.2 meters) square. The triangulated structure gives the mast the strength to remain upright.

To rise to its maximum height, the crane grows *itself* one mast section at a time. The crew uses a **top climber** or **climbing frame** that fits between the slewing unit and the top of the mast. Here's the process:

The crew hangs a weight on the jib to balance the counterweight.

The crew detaches the slewing unit from the top of the mast. Large hydraulic rams in the top climber push the slewing unit up 20 feet (6 m). The crane operator uses the crane to lift another 20-foot mast section into the gap opened by the climbing frame. Once bolted in place, the crane is 20 feet taller.

Once the building is finished and it is time for the crane to come down, the process is reversed -- the crane disassembles its own mast and then smaller cranes disassemble the rest.)

Progress Update: As of this date, 42 days have been lost out of 15 scheduled due to bad weather. High winds have caused the cancellation of several crane jumps.

Milestone schedule remains as is and per 5/23 schedule.

Pouring of 16th floor deck is scheduled for 7/2 with the top out date scheduled to occur around Labor Day. Concrete crews will not work on Saturdays after 7/4 unless needed; other trades will work as scheduled.

Windows have been installed to first six floors with framing on floors 2, 3 and 4 in process and 5th floor framing to begin week of 7/1. A City of Milwaukee inspection will be held 7/2; pending approval, walls to be enclosed on these floors.

Exterior skin application to begin week of 7/1 with metal paneling installation to begin week of 7/8.

Permitting and Review: SJOL is applying for CBRF (community based residential facility) licensure for 3rd and 4th floors with 2nd floor remaining as SNF (skilled nursing facility). The application of license will be in by the end of July with a Bureau of Zoning Appeal review in November.

Phase 3 approval received from DHS two weeks ago.

Entrance Canopy: Revision pricing is based on EUA drawings dated 5/7/19 with pending additional cost of \$180,000. Meeting pending between VJS and EUA to review the subject and proceed with CDs (construction drawings).

Furniture Selection/Bidding Process: Meeting held on 6/27 between EUA and SJOL with observation the process is "pretty close" to being finalized. Another meeting, possibly a final meeting, is scheduled for 7/11 with bids to be sent out after the meeting.

Construction Bulletin #6: To be completed by 6/28 and to include door access control cost.

Garage Walkway: Extensive discussion regarding the "temporary" garage walkway, which will be in place for 9-10 months. The structure will be approximately 45 feet in length and 8 feet wide, with windows, carpeting, insulation, heating and lighting. A drawing has been submitted with anticipated price in the mid \$60,000 range.

Submitted by
Deborah Conta

Note: ALL WORKERS AND VISITORS ON SITE ARE REQUIRED TO WEAR CLOSE-TOED SHOES. NO OPEN SANDALS OR TENNIS SHOES. THIS IS A SAFETY REQUIREMENT. This ruling is strictly enforced.

SAINT JOHN'S COMMUNITIES FOUNDATION, INC.
Annual Meeting of the Board of Directors
Minutes of July 19, 2019

- Board Members Present:** Renée Anderson, Patsy Aster, Polly Beal, Sybil Bell, Secretary; Suzy Brennan, Alice (Lloyd) Lewis, Richard Miller
- Others Present:** Dan Lemminger, Treasurer; Mary Przybylski, Recorder; Eric Gaylord, Marquette Associates
- Call to Open:** Ms. Anderson opened the meeting at 9:32 a.m.
- Presentation by Marquette Associates:** Mr. Gaylord reported that the portfolio has a current market value of nearly \$7.6 million with a year-to-date yield of 12.6%. He disclosed that in April, the Virtus Seix Floating Fund was liquidated and replaced with the Credit Suisse Floating Rate High Income Fund.
- Mr. Gaylord reported that all managers are in compliance, with the exception of Templeton Foreign Smaller Companies which is on alert due to performance.
- ACTION ITEM:** In response to questions by Mr. Miller, Mr. Gaylord will prepare an asset allocation study to be presented at the next Board meeting.
- Approval of Minutes:** **MOTION:** Ms. Brennan moved to approve the minutes from the April 2019 meeting. Ms. Aster seconded. The motion carried.
- President's Report:** As an Annual Meeting item, Ms. Anderson addressed Board term renewals, noting that the Board of Communities approved renewal of members as presented.
- Ms. Anderson shared the North Tower depositor list (partial) for review as possible future board candidates (Page 3). Bob Bosworth and Jim Nelsen (who are not on the list) were suggested as potential candidates due to their backgrounds as professional investment advisors. Other names offered for consideration were John Hein, Carmen Haberman, Lucia Petrie, Judy Jorgensen, Michael Schmitz, and Gerry Mainman.
- Mr. Miller suggested that to help with the decision, the list be sorted into three categories: Investment Experience, Fund Raising Capability, and Institute Potential.
- ACTION ITEM:** Ms. Anderson will review the list and place the prospects into those categories.
- Ms. Anderson collected signed Conflict of Interest statements from all Board members, and signed the annual declaration of Code of Ethics. Mr. Miller requested that the Code of Ethics statement be revised to present more consistent and professional language. Ms. Anderson agreed to review that language for next year's filing.
- Ms. Anderson offered a progress report on the Institute On Aging: (pages 7-10), noting that the primary focus is currently on a partnership with AHEC (Area Health Education Center) and their Aging Mastery Class. Saint John's will be helping to partially underwrite one of the classes in the fall.

Ms. Anderson reported that Donna Spars will be devoting a portion of her time in the future to the Institute, and is in the process of seeking a new Director of LifeStreams.

Ms. Anderson reported that of the \$500,000 that was committed to the Institute by the Foundation, \$1,856 was allocated to send Kent Mayfield to the American Society on Aging Conference in New Orleans. An additional \$8,000 is committed to support the fall AHEC class, with the remaining \$2,000 required being covered by Stowell & Associates.

There was discussion on where the Institute was positioned relative to planning stage vs. implementation stage, and on the Symposium on Aging's relationship to the Institute. Ms. Anderson reported that new Communities Board Chair Stuart Parsons along with Vice Chair Polly Beal are assembling an executive committee to examine the relationship between Communities and Foundation, with the Institute being an important part of that question, so definition and clarity are in progress.

Philanthropy
Report:

Ms. Bell summarized the Q2 Contributions Report, noting that we have \$50,000 yet to raise for the Symposium on Aging.

Ms. Bell outlined the Endowment Receivables Pipeline Report, and reported that we are still waiting for resolution on Bill Eastham's estate gift.

Ms. Bell reported that invitations to submit grant applications for the Visual Impairment Fund have been sent to selected agencies.

Finance
Report:

Mr. Lemminger presented the preliminary Q2 statements and reports:

Balance Sheet: Mr. Lemminger reported the total balance of over \$7.66 million in assets, with an increase of \$719,000 due to portfolio earnings.

Statement of Operations: Mr. Lemminger noted a favorable budget variance of \$764,000. He reported a realized loss of \$73,000 due to the liquidation of Virtus Seix Fund.

Mr. Lemminger noted total distributions to Communities of \$95,200 from the Chaplaincy Fund, the Chapel Music Fund, The Directors Fund for Charitable Care, and the Garden and Nature Fund.

Mr. Lemminger highlighted the Report on Net Assets Trend, noting that the Fund has increased by \$719,000.

Mr. Lemminger reported that the Office of Philanthropy expenses are on target, that filing of IRS form 990 was completed in May, and the annual recertification of the Foundation with the state of Wisconsin will be completed by the end of July.

Mr. Lemminger stated that the 2020 Budget Proposal will be available for approval at the next Board meeting.

New
Business: None

Next Friday, October 18, 2019 at 9:30 a.m.
Meeting:

Adjournment: MOTION: With no further business, Mr. Miller moved to adjourn the meeting at 11:14 a.m.
 Ms. Brennan seconded. The motion carried.

Respectfully submitted,

[to be signed upon approval at the October 2019 meeting]

Sybil Bell, Foundation Secretary

OAC Meeting #28
7/18/19

In attendance: Ron Blitch – Blitch/Knevel (architects)
Jeff Holzhauser and Scott Kindness – EUA (internal)
Ben Bergles and Jason Schneider – VJS (external)
Renee Anderson and Mike Lingle – SJOL
Polly Beal and John Dawson – SJOL Board

Break-in: Two idiots managed to climb up to the top of the crane at 2:23AM.

Crane: The crane has made its final “jump” to complete the topmost floors. and will now remain in place until external work is completed.

Site Visit: We walked up to the 2nd floor (floors 2-4 are the care-giver floors) and following a review of status (impressive) we walked up the 7th floor to see the beginning of the location, size and variety of what will become the residential apartments. The customized framing of the apartments on the 7th floor was to begin this week. Meanwhile, the installation of windows continues.

Schedule: To date, 43 days of the initial 15 scheduled have been lost due to weather.

The installation of floor #2 is completed and floor, wall tile and paint will be completed within weeks. Drywall activity has started on floor #3. The drywall is completed on floor #2 and the #3rd floor dry wall is scheduled to be completed this week.

The current objective is to begin moving care facility residents into floors 2-4 on January 6-10, 2020. A particular challenge to staff will be to accommodate the necessity of initially requiring care residents to have two persons in each room. That is necessitated by having to tear down the building which now sits between the Central Tower and the North Tower, which is where much of the care facilities currently exist. The dual sharing of space is likely to last for months.

Meanwhile, the 18th floor was scheduled to be poured (concrete) on Monday of this week. From this point on, cement flooring remains scheduled at the rate of one floor per week and VJS expresses confidence that all floors and the roof will be poured and completed by Labor Day.

The original schedule established completion late next year. That may be a challenge but VJS and EUA remain optimistic and continue to report that both are working well with each other and with all the sources involved.

Interior/Exterior Signage: Among the seemingly endless array of a remarkable number of details throughout the project, one important detail is in the

works now. That challenge deals with the treatment and location of required and desired signage. All signs and their location must meet local and state code.

The Entrance Canopy: After an array of suggestions, none of which satisfied many, the entrance canopy has again been redesigned to the liking of all and is now in the “final” drawing stage. The Board can be confident that substantial attention has been paid to design, lighting and cost of the canopy and the approved final design should be completed in several weeks.

Existing Current Deposits: Both present residents and “newcomers” have committed to moving into the North Tower as and when it is available. Presently, 65% of the new owners to be in the North Tower have completed their choices for the interiors of their apartments. And 8 units remain available.

Next OAC Meetings: The next OAC meeting is scheduled for August 1. The second meeting in August is scheduled for August 15.

Submitted: Polly Beal and John Dawson

Resident Council Meeting
Minutes
May 7, 2019

CHAIR: Joanne Barndt
VICE CHAIR: Jeanne Durnford
SECRETARY: Mary Ellen Winter

CENTRAL TOWER RESIDENT REPRESENTATIVES: Susan Ploetz 2;
Anne Luber, 3; Pat Busalacchi, 4; Sue Hoagland, 5; Sue Oster, 6; Mary
McAndrews, 7; Virginia Brennan, 9; Barbara Kloman, 10.

SOUTH TOWER RESIDENT REPRESENTATIVES : Rich Lindberg, 2,3,4;
Pat Rieselbach, 5,6; Wes Schaum, 7,8; Joan Hardy, 9,10; Martha Vogel,
11,12; Judy Goetz, 15,16; Nancy Snyder for Connie McCarty, 17,18; Gene
Gilbert for Inez Gilbert, 19,20,21.

COUNCIL COMMITTEE CHAIRS : Cheri McGrath, Dining, Jim Vint for Tom
Briscoe, Facilities; Susan Mazza, Garden and Landscaping; Sheila Larkin,
Green; Miriam Reading, Lloyd Lewis, Health; Rita Rochte, Library; Joe
Mazza for Bobbie Schmitt, More of Our Story; Kent Mayfield, LifeStreams;
Carol Ryan, Junita Mast, Newcomers; Pat Busalacchi, Nominating.

SJOL BOARD MEMBERS: Sanford Fedderly.

MANAGEMENT: Donna Spars.

RESIDENTS: Anne Brooks, Art Brooks, Barbara Byer, Jane Ziol.

The meeting was called to order 3:02 p.m.

CORRECTION: The new resident on the Central Tower 4th Floor is Judith
Miller. Her name appeared as Judith Martin in last month's minutes.

OLD BUSINESS: The Governance Task Force Report charge dealing with
cross Tower Floor pairings was reviewed. This list was presented for
discussion.

Cross tower groupings beginning summer 2019:

North Tower	Central Tower	South Tower
7,8	2,3	14,15
9,10	4	12,13
11,12	5	10,11
13,14	6	8,9
15,16	7	5,6,7
17,18	8	2,3,4
19,20	9	19,20,21
21,22	10	16,17,18

In the early phase of construction, it was suggested that there be 5 Resident Representatives-at-Large for the North Tower as it comes into existence. The term would be for one year. Luci Klebar, Director of Marketing and Sales is working with North Tower move-ins to release their emails in order that they may be able to participate in choosing their Representatives. Another idea floated was that current residents of the South and Central Towers who expect to move to the North Tower might be contacted to see if they might have an interest in serving Representatives-at-Large.

Consideration is still being given to the revision of the Resident Council standing committees. Should additions be considered to include a Spirituality Committee?, for instance. Other issues include, size of Committees, how to get on a Committee, term lengths. A Task Force will be formed.

NEW BUSINESS: A recent malfunction in the emergency pull cord operation has been resolved. Other tests of the system are underway. Billing by the Medical Resource Clinic is unclear. It was suggested that the matter be referred to the Health Committee. If you have concern for the health and/or well-being of a resident, please refer your concern to the Medical Resource Clinic.

COMMITTEE REPORTS:

DINING: Residents were very pleased with the “hors d’oeuvres” served after the Annual Meeting of the Board of Saint John’s on the Lake. Biodegradable plates and utensils were introduced. A new Executive Chef, Peter Gohsman, has been hired.

FACILITIES: Garage cleaning is in progress as is window cleaning.

GARDEN AND LANDSCAPING: The Committee has been working on cleanup and dealing with plant loss. Die-off hit the Chapel Garden particularly hard this past winter. A new Groundskeeper has been hired. His name is Anthony Gagliano. He will be starting mid-May. The trugs are ready for planting. The Committee always needs more gardeners to join their crew. Please ask new residents if they are interested.

GREEN: For Earth Day, the Chair put together a poster for things individuals can do to lessen the impact of climate change. Dining Services is working on replacing plastics with replaceable or biodegradable material. John Yonkee, Director of Dining and Hospitality, is searching for a take-out food container that can be returned to the Bistro, washed in the commercial dishwasher and reused.

HEALTH: Jana Troutman-Miller, Chaplain, the health service staff and social services prepared a “What you need to know relative to end of life” program. A Q&A session with Jeanne Riviera as guest will be on May 14th, 2019. The topic will deal with tinnitus and hearing issues. Philip Chard will present a “well being” session on May 21st, 2019.

LIBRARY: The Committee thanks resident Pat Parsons for the development and maintenance of the Media Library on the third floor. She retires after 5 plus years in this position. "New to Us" DVDs will remain on display in the first floor library lobby book shelf until the middle of May. These DVDs may be checked out.

LIFESTREAMS: In its April meeting, Donna Spars and Kate Steinbach continued to share their vision for LifeStreams as the community expands to welcome new residents in the North Tower, including the "hybrid" Assisted Living apartment-dwellers. At its May meeting, the committee will review its current "charge" and discuss ways to support the wide variety of programs and activities now available to residents. A working group has been formed that is beginning to examine opportunities to support residents, build community and counter the impact of loss, grief and isolation. As always, the LifeStreams Support Committee welcomes suggestions for ongoing programs, as well as comments on current program topics and presenters, especially ways to improve presentations, scheduling, new speakers. Meetings are, of course, open to all residents
NOTE: a new meeting time will be set at the May meeting, which will be held for one time only, on May 10, 2019

MORE OF OUR STORY: Submissions for the next issue are due May 15, 2019.

NEWCOMERS: The Newcomers Welcome Party will be May 20th, 2019. Eighteen new residents will be introduced. Since December 2018 we had 7 apartments of new residents. We had a Newcomer Guide information meeting on April 25, 2019 with 17 guide volunteers attending. We have 19 people on the volunteer guide list. At the meeting we discussed updates for various handouts we can give to new residents to help them get started at Saint John's. We emphasized coordinating with the Resident Rep (Floor Rep) for the new residents and focusing on communication rather than procedures in helping new residents.

For the guides and Resident reps we have a new contact to give tours of the Neighborhoods. John George will be available if a new resident would like a tour.

We will schedule a later meeting to start working on plans to welcome new residents who will be moving into the new North Towers.

NOMINATING: Nominees for the next term of the Resident Council are:

Candidates for one-year terms are:

Chair: Jeanne Durnford
Vice Chair: Barbara Byer
Secretary: Susan Ploetz

Candidates for two-year terms as Central Tower Representatives:

2: Greg McCarthy
4: Elaine Schueler
6: Moni Hopwood
8: Jane Ziol
10: Sandy Duffy

Candidates for two-year terms as South Tower Representatives:

5&6: Anne Brooks
9&10: Juanita Mast
13&14: Mary Stefaniak
17&18: Nancy Snyder

Ballots with provisions for write-ins will be distributed May 13th, 2019.

VOLUNTEERS: No report this month.

RESIDENT REPRESENTATIVES REPORTS:

CENTRAL TOWER:

3rd Floor Central Tower and 17th and 18th Floors South Tower will meet May 8, 2019 to introduce new resident Dr. Patrick Bellegarde-Smith. Guest speaker will be Barbara Brown Lee. Dinner at Taylor's will follow.

4th Floor: The Floor experienced the sudden loss of a dear friend and neighbor, Georgia Bond. No meetings have been held.

SOUTH TOWER:

5th, 6th Floors: The Floors met with the 9th Floor Central Tower and heard resident Barry Blackwell, poet-psychiatrist, speak about and discuss the current state of psychiatry and local psychiatric services y means of his poetry.

MANAGEMENT: Donna Spars, VP of Life Style, introduced Jennifer Milkiewicz, Community Support Manager. Jennifer is taking over the position held by Nicole Smith. Consult her for the reservation and setups of rooms for meetings, events, etc. She can create flyers/invitations as well. Her contact information is 831-6861, jmilkiewicz@saintjohnsmilw.org.

Dell Mercado, Taylor's and Catering Manager, will explain the standard catering menu for welcoming a new resident to a floor. Her contact information is 831-6781, dmercado@saintjohnsmilw.org.

ANNOUNCEMENTS: The next meeting is June 4th, 2019.

The meeting adjourned at 4:16 p.m.

Respectfully submitted,
Mary Ellen Winter, Secretary.

Notes for Resident Council
From Donna Spars
May 7, 2019

Move-ins:

Mr. Francis Pastijn, **210**, July
Miss Norah Lex, **407**, June 1
Ms. Pat Gima, **610**, July
Mrs. Elaine Stalheim, **616** (formerly 614), May 21
Ms. Norma Mitra, **708**, June
Ms. Patricia Lidicker, **710**, TBD
Dr. Donald Gore, **808**, July
Ms. Nancy Sommer, **812**, TBD
Mrs. Laura Ferns, **1003**, June
Mr. Gerald (Mickey) and Mrs. Mary Ann Armour, **11B**, July

Residents not yet moved in:

Mrs. Helen Bechthold, **517**, unknown
Mr. Arthur and Mrs. Nancy Mitchel, **10C**, unknown

A note from your Green Committee: Use light bulbs no larger than needed, and turn them off when not in use

Resident Council Meeting
Minutes
June 4, 2019

VICE CHAIR: Jeanne Durnford
SECRETARY: Mary Ellen Winter

CENTRAL TOWER RESIDENT REPRESENTATIVES: Susan Ploetz 2;
Anne Luber, 3; Pat Busalacchi, 4; Sue Hoagland, 5; Sue Oster, 6; Mary
McAndrews, 7; Virginia Brennan, 9.

SOUTH TOWER RESIDENT REPRESENTATIVES : Pat Rieselbach, 5,6;
Wes Schaum, 7,8;` Martha Vogel, 11,12; Judy Goetz, 15,16; Connie
McCarty, 17,18; Gene Gilbert for Inez Gilbert, 19,20,21.

COUNCIL COMMITTEE CHAIRS : Gene Gilbert for Cheri McGrath, Dining;
Tom Briscoe, Facilities; Susan Mazza, Garden and Landscaping; Sheila
Larkin, Green; Lloyd Lewis, Health; Rita Rochte, Library; Bobbie Schmitt,
More of Our Story; Kent Mayfield, LifeStreams; Carol Ryan, Junita Mast,
Newcomers; Pat Busalacchi, Nominating; Angie Kopf, Volunteer.

SJOL BOARD MEMBERS: Sanford Fedderly.

MANAGEMENT: Mary Przybylski, Annual Fund Coordinator, for Donna
Spars, VP of Life Style.

RESIDENTS: Barbara Byer, Jane Ziol, Moni Hopwood, Sandy Duffy, Greg
McCarthy, Mary Stefanick, Sue Grosse,

The meeting was called to order 3:02 p.m.

CORRECTION to Minutes: The number of new residents to be introduced
at the New Comers party should have been eight, not eighteen. Minutes
approved as corrected.

OLD BUSINESS: The Management response to the problem with
nonfunctioning/malfunctioning Emergency Call Cords is stated in the
attached Management report.

NEW BUSINESS: Election results were announced. Election results will be confirmed at the June 28th Parlez with Renee and Officers installed. It was brought to the Council's attention that some apartments with two residents only got one nomination and/or voting ballot for our past election. If there are two residents in one apartment there should be two ballots in their mailbox. A Resident list arranged by apartment number is available at either Service Desk to assist in delivery in the future. Also, the ballots were identified by apartment number written on the ballot. This negates the secret ballot concept.

The Council will not meet in July unless something important comes up and August is undecided.

COMMITTEE REPORTS:

DINING: The Committee will meet on the third Wednesday of the month. In an effort to be more "green", each SJOL resident will be issued a takeout box which can be recycled and reused in the Bistro. Details will be explained when the box is ready for distribution. Paper straws will soon replace plastic straws. There seems to be some confusion as to what numbers on plastic items can be sent for recycling. A City of Milwaukee recycling guide is attached to these minutes. The Committee is sorry that Dell Mercado, Taylor's and Catering Manager, is leaving for a position elsewhere.

FACILITIES: Garage cleaning and window cleaning has been performed.

GARDEN AND LANDSCAPING: The Committee has been busy with spring cleanup and weeding as weather has permitted. Rains, wind and cold have set them behind schedule. The petunias have arrived and are ready for planting. As soon as annual plants for the Chapel garden arrive, they will replace the perennials that were killed off over the winter. Please help recruit new members for the Committee. As members grow older, it's less easy to stoop and bend.

GREEN: Most of Sheila's report was presented in the Dining Committee report. The Committee now wants to focus on water problems concerning the Great Lakes.

HEALTH: Joanne Barndt is the new Chair for the Committee.

LIBRARY: Thirteen titles were donated to the Esteemed Book Club. These books are donations in honor of a person or group. The third floor media library is undergoing updating to make the collection more relevant to current technology. A shelf for poetry books donated by Sally Tolan will be added to the third floor library. Two more residents have received and are using digital readers. The Library accepts current books, post-2011 publications only for the most part. Please be understanding of this restriction.

LIFESTREAMS: Throughout the year, LifeStreams Support Committee continues to review programs and services within the committee's charge and welcomes suggestions for ongoing programs, as well as comments on current program topics and presenters, especially ways to improve presentations, scheduling, new speakers.

In the coming year, it will be making a concerted effort to gain input from residents regarding programs of a variety of sorts with attention to other than lecture formats and with intentional outcomes for the improvement of the wellness of residents.

Meetings during the year are, of course, open to all residents –but the meeting time has been changed for the coming year. Hereafter, the committee will meet on the 1st Friday monthly, beginning at 1:00 p.m.

One continuing initiative bears special attention: Supporting Residents: Building Community, Countering Loss, Grief and builds on the work, initiated by the committee with leadership from Jean Tyler and Dan Patrinos in 2014/15, focused on Aging and Loss. Although, many of its eventual recommendations have been, or are now being implemented, e.g. Chronic illness support groups, End-of-Life planning strategies, access to health information resources and Caring Community strategies, the committee is now revisiting a number of currently pressing concerns. These include: orientation and support for individuals in assisted living and their families, increased attention to long-range planning strategies for residents

(referenced to the Six Dimensions of Wellness), and a multi-dimensional, community-wide effort to improve communication between and among residents and staff at every level.

The current effort is shared with the Health Committee and concerned staff. Working Groups are working independently but concurrently to develop a base of shared information on which to build jointly for the future at St. John's.

Working Group A: To Review Current Resources and Opportunities, The group is working with staff to update and correct the recurring events listing and the volunteer opportunities booklet. The Newcomers' Committee is working to create an orientation effort for new-arriving residents.

Working Group B: Review Literature on Aging, Social Isolation and Loneliness – a packet of reading materials has been assembled and a bibliography of general references on aging.

Working Group C: Engage Residents, Families, Friends and Staff – This group is designing a multi-dimensional approach to gathering information from residents. The early plans suggest beginning with group interviews of the KnitWits, as an initial sample, with questions based perhaps on a list of "open-ended" questions that were used in surveying individuals during the 2014 Aging and Loss project. A document on communicating with older people has been circulated to the full committee.

Working Group D: Formulate Proposals and Ideas for Change – When the survey of residents is complete, a working group will be created to analyze the survey findings, summarize, determine priorities and make recommendations for further consideration and action.

For more information on the project contact M. Kent Mayfield, Chairperson

MORE OF OUR STORY: Submissions for the next issue are due July 15, 2019. The May/June 2019 issue came out June 3, 2019.

NEWCOMERS: The next welcome party for Newcomers will be held in September, exact date yet to be determined. For May we had one new resident, Elaine Stalheim. In June, 3 new residents are expected to move

in and Norah Lex is the first who moved in on June 1. Please introduce yourself and say Hi if you see them.

We request that the Resident Representatives and other members of the Council ask all residents to please identify if they know someone who is moving into the new North Tower. Please give the names to Juanita Mast, 239-7935 or juanita.mast@gmail.com. The purpose is to help build connections to support the new tower residents when they move in.

NOMINATING: Newly elected Resident Council members are:

Chair: Jeanne Durnford
Vice Chair: Barbara Byer
Secretary: Susan Ploetz

Central Tower Representatives:

2: Greg McCarthy
4: Elaine Schueler
6: Moni Hopwood
8: Jane Ziol
10: Sandy Duffy

South Tower Representatives:

5&6: Anne Brooks
9&10: Juanita Mast
13&14: Mary Stefaniak
17&18: Nancy Snyder

The Nominating Committee was made up of Milton Hamilton, Moni Hopwood, Pat Jorgensen, Ann MacIver, Dan McCarty, Susan Mazza, Miriam Reading, Jerry Rochte and Chair Pat Busalacchi. We met six times with an additional informal wrap-up gathering. We gathered suggestions for Officers. D Floor Representatives, contacted many suggested individuals, then prepared and distributed ballots. Hans Schroeder acted as Teller, and submitted the official tally.

VOLUNTEERS: The Committee will be collecting school supplies in July. Lists of materials will be available then. The collection boxes will be placed in the Tower mailrooms. SJOL residents have been invited by United

Way's Johnson Controls Volunteer Center to participate in filling backpacks. Those interested in participating are asked to sign up at a Tower Service Desk. Residents of the Health Center will go out for coffee June 5 and for ice cream June 21. The Volunteer Opportunities for Residents handbook continues to be updated.

RESIDENT REPRESENTATIVES REPORTS:

May 21, 2019

Present at Meeting: Joanne Barndt, Virginia Brennan, Anne Brooks, Barbara Byer, Jeanne Durnford, Gene Gilbert, Judy Goetz, Sue Hoaglund, Moni Hopwood, Richard Lindberg, Anne Luber, Juanita Mast, Mary McAndrews, Jen Milkiewicz, Sue Oster, Susan Ploetz, Wes Schaum, Elaine Schueler.

Introductions: Jen Milkiewicz is the new Resident Support Manager and she explained her responsibilities to the group. She talked a bit about her previous experience and her goals here. She wants consistency of service at the Resident Desks so everyone can expect and get outstanding service and she wants to focus on communication so that everyone is getting the right information they need.

Jeanne also introduced Barbara Byer who is soon to be the Vice-Chair of the Resident Council.

Welcoming: Juanita Mast as the chair of the Newcomers/Welcoming Committee, talked to the group about the role of the Newcomer Guides. Newcomer Guides are assigned to people as they move in. The Guides have a checklist of things they are to talk to the new residents about and how to get questions answered. The Resident Representative for that floor is to work with the Guide to make sure people feel welcomed. Sometimes it is a bit overwhelming at the start and things will need to be repeated when new people feel a little more at ease. If a new resident has a pet, they should be referred to the Pet Project and that group will explain about pet policies and behavior.

Juanita asked if current residents know people moving into the North Tower to please contact her, as that would be a good start for the welcoming process. There were some questions about the role of the Guide versus

Resident Representative. It all works best when the two work in partnership.

Concerns: There is a problem about start time of some programs. One time, the presenter couldn't find parking and the program waited while he walked from a remote parking spot. Could we save a spot in our South Lot for presenters? There is a continuing tension between starting on time for those that arrive early and then being disturbed by all the latecomers and starting a few minutes late, keeping the on-time folks waiting and then running late or losing time at the end. Even when the start time is delayed, there are still latecomers causing disturbance.

Most people reported that things are going well on their floors and people are generally happy living here.

Anne Brooks, who will be a new Resident Representative, would like suggestions for programs for floor meetings. If something went over really well at your meeting, could you please let Anne know?

We gave rave reviews about two recent meetings. First was Barbara Brown Lee who talked about the Milwaukee Art Museum. Second was Cheri McGrath who showed DVD's on teaching dogs to be guide dogs.

Reusable containers will soon be introduced for use at Taylor's and the Bistro.

Pat Busalacchi floor 4 CT welcomed new resident Norah Lex

Connie McCarty floor 17 & 18 ST had Barbara Brown Lee as speaker May 8th

Sue Oster floor 6CT and Martha Vogel floor 11 & 12ST introduced new resident Elaine Stalheim and had Colin Spieker speak. Colin is very helpful and knowledgeable on all things electronic.

Submitted by:
Jeanne Durnford, Vice-Chair Resident Council

MANAGEMENT: The report will be appended to the Minutes.

The meeting adjourned at 4:43 p.m.

Respectfully submitted,
Mary Ellen Winter, Secretary.

From Donna Spars
June 4, 2019

Old Business:

At the May meeting a concern was presented about an emergency pull cord that had since been addressed. Some additional investigation was underway. The conclusion is that residents can be assured that, should an emergency device of any kind cease operating, Saint John's staff will be notified automatically and will respond.

There was one emergency call device in a resident apartment that was improperly installed. Processes were put in place to avoid recurrence of this situation understanding the importance of operational emergency equipment.

A resident reported that she and other residents have check-in buttons that need to be pushed several times before the confirmation light goes on. If that occurs, please ask the front desk staff to send a worxhub request to correct the situation.

Move-ins:

Mr. Francis Pastijn, 210, July

Ms. Pat Gima, 610, July

Ms. Norma Mitra, 708, June 18

Ms. Patricia Lidicker, 710, TBD

Dr. Donald Gore, 808, July

Ms. Nancy Sommer, 812, July

Mrs. Laura Ferns, 1003, June 24

Mr. Gerald (Mickey) and Mrs. Mary Ann Armour, 11B, June 21

Residents not yet moved in:

Mrs. Helen Bechthold, 517, unknown

A note from your Green Committee: If your faucets leak when supposedly turned off, contact either the Central or South Resident Service Desk for repair to avoid wasting water.

COMMON RECYCLING MISTAKES

Please don't toss these in with your recycling.

Plastic Grocery Bags

These are the most common items in the bin or cart that shouldn't be there, and they can be the most detrimental. When they get caught in the recycling sorter, they have to shut the whole system down and manually pull them out. Instead, consider recycling them by taking them back to the grocery or pharmacy, or big box stores where there are specially designated bins for recycling plastic bags.

Polystyrene (Styrofoam)

Although Styrofoam is recyclable, it requires highly specialized equipment that single stream recycling facilities are not equipped with. Some restaurants (such as Chick-fil-A) accept their own Styrofoam cups for recycling.

Take-Out Containers & Donut Boxes

Food residue can contaminate the boxes or other recyclable material. They can only be recycled if free of food waste and residue from food (think cheese from pizza).

Paper Coffee Cups

Although often thought of as a better alternative to Styrofoam, paper cups pose issues to recycling as well due to the plastic coating applied to prevent leaking. Your best bet is to bring your own mug!

Automotive Parts & Scrap Metals

These are too large and cumbersome for recycling equipment and could cause injury.

Pizza Boxes

This is one of the most common recycling mistakes. Although they are made of cardboard, the grease from the pizza contaminated the raw material. You can tear off the untarnished parts and recycle them though!

Wet Paper

Paper that has gotten wet can make recycling difficult or impossible. Take care to cover your recyclables to keep them safe from the elements. Wet paper should be discarded with the trash.

Ceramics & Pottery

This includes things like coffee mugs and old flower pots. Look into donating items like this if they are in alright shape, someone else may be able to reuse them!

Shredded Paper

Shredding paper reduces its size so dramatically that it ends up mixed with the residue or glass at recycling facilities. Because the machines sort broken glass and other debris by size, the shredded paper often gets destroyed or disposed of because it ends up in the wrong place. Once it is mixed with glass or residue, it cannot be recovered for recycling.

Household Glass

Items like window panes, mirrors, light bulbs, and dishes are dangerous and should be left out of your recycling. Light bulbs can be recycled at many hardware and home improvement stores. Dishes, if not broken, can be donated to local charities.

Paint, Pesticides, Automotive Fluids, Diesel Fuel, Gasoline, Kerosene & Car Batteries

They cannot be accepted and should be disposed of at a hazardous waste disposal facility.

ACCEPTABLE ITEMS:



Cardboard

(Yes, all those Prime boxes!)

Paper

(Office paper, brown paper bags, mail, etc.)

Aluminum Cans, Metal Containers

(After being quickly rinsed)

Plastic Bottles, Jars, Jugs and Containers

(After being quickly rinsed)

WHAT Canterbury Court Resident Council Meeting Minutes

WHEN May 22nd, 2019

WHO	<input checked="" type="checkbox"/> Meighan Bentz, RN Manager	<input checked="" type="checkbox"/> Susan Kopesky, CSW	<input checked="" type="checkbox"/> Anne Luther, CTRS
	<input checked="" type="checkbox"/> Adam Cohen, RD	<input checked="" type="checkbox"/> Jennifer Bates, Homemaker manager	<input type="checkbox"/> Residents – see attached list

Topic	Discussion/Conclusions	Actions/Recommendations/Follow-up
1. Review of last meeting minutes	April Canterbury Council meeting minutes were reviewed.	No changes were suggested. No follow-up needed.
2. (Dining Services) Dietary	Resident commented: "We would like to have sliders more often." A resident asked about the selection of cereal to choose from. Resident commented: "I really appreciate the food you have for us." Resident commented: "I would like hard shell when we have tacos".	Per Adam, sliders will be added more often. Adam reviewed all cereal selections residents have to choose from. Residents were appreciative. Per Adam, hard shell tacos can be provided when tacos are served.
3. Housekeeping	No concerns.	No changes were suggested. No follow-up needed.
4. Nursing	Resident commented: "call lights are not getting to staff soon enough".	Meighan explained the phones the Resident Assistants carry go into sleep mode so it takes a little bit to alert the phones a call light is on.
5. Environmental Services	Discussed hot water issues in Health Center.	Explained hot water issues being fixed the evening of May 22 nd ; should be resolved by morning.
6. Laundry	No concerns.	No changes were suggested. No follow-up needed.
7. Lifestreams	Anne explained the Lifestreams department is still in the process of hiring another Lifestreams staff person. Reviewed upcoming events.	No changes were suggested. No follow-up needed.
8. Next Meeting	Next resident council meeting June 19 th , 2019	Agenda: review minutes from last month.

Richard Miswald	Adrienne Haeuser	Herman John
Audrey Mann	Janis Scherr	Celeste Munson
Janet Gabler	Bonnie Bukolt	Jean Garrett
Phyllis Van Wagoner	David Huntington	
Nina Mussomeli	Elizabeth Holtz	
Paul Birkle	Edward Heinecke	

WHAT Canterbury Court Resident Council Meeting Minutes

WHEN June 19th, 2019

WHO	<input checked="" type="checkbox"/> Meighan Bentz, RN Manager	<input checked="" type="checkbox"/> Susan Kopesky, CSW	<input checked="" type="checkbox"/> Anne Luther, CTRS
	<input checked="" type="checkbox"/> Michael Meekma, IT	<input type="checkbox"/>	<input checked="" type="checkbox"/> Residents – see attached list

Topic	Discussion/Conclusions	Actions/Recommendations/Follow-up
1. Review of last meeting minutes	May Canterbury Council meeting minutes were reviewed.	No changes were suggested. No follow-up needed.
2. (Dining Services) Dietary	Resident commented: "The tacos are great." Resident commented: "The salads are getting better." Resident commented: "We would like more sliders and have not seen them."	Per Adam: He will make sure to put sliders on the menu.
3. Housekeeping	No concerns.	No changes were suggested. No follow-up needed.
4. Nursing	No concerns.	No changes were suggested. No follow-up needed.
5. Environmental Services	No concerns.	No changes were suggested. No follow-up needed.
6. Laundry	No concerns. "Laundry is excellent and Marci is great."	No changes were suggested. No follow-up needed.
7. Lifestreams	Anne explained a new Lifestreams staff member has been hired and will start in mid-July. Reviewed upcoming events.	No changes were suggested. No follow-up needed.
8. Next Meeting	Next resident council meeting: July 17 th , 2019	Agenda: review minutes from last month.

Bonnie Bukolt
David Huntington
Phyllis Van Wagoner
Audrey Mann

WHAT Canterbury Court Resident Council Meeting Minutes

WHEN July 17th, 2019

WHO	<input checked="" type="checkbox"/> Meighan Bentz, RN Manager	<input checked="" type="checkbox"/> Susan Kopesky, CSW	<input checked="" type="checkbox"/> Anne Luther, CTRS
	<input checked="" type="checkbox"/> Mike Lingle	<input type="checkbox"/>	<input type="checkbox"/> Residents – see attached list

Topic	Discussion/Conclusions	Actions/Recommendations/Follow-up
1. Review of last meeting minutes	June Canterbury Council meeting minutes were reviewed.	No changes were suggested. No follow-up needed.
2. (Dining Services) Dietary	Resident commented: "The Hawaiian sandwiches were great." Resident commented "We still want small sandwiches and sliders." Resident commented: "the menu needs to have more of a variety."	Per Adam: He will work with Chef Peter to add variety to the menu and will make sure small sandwiches and sliders are included.
3. Housekeeping	No concerns.	No changes were suggested. No follow-up needed.
4. Nursing	Resident commented: "call lights don't signal to staff all the time."	Per Meighan: Colin came to look at all the phones and had to re-program them. This should solve the problem.
5. Environmental Services	Residents had questions regarding upcoming move.	Per Mike Lingle: The move into new building will occur the beginning of January.
6. Laundry	Resident asked: "is laundry done on a scheduled basis?" Resident commented: "it is excellent, easy going and consistent"	Per Meighan: laundry is done on shower days. If laundry needs to be done more often to let staff know and they will take care of it.
7. Lifestreams	Anne introduced Kate Mann as new Lifestreams staff member. A resident asked for a monthly birthday notice. Reviewed upcoming events.	Anne to obtain a monthly birthday notice for everyone.
8. Next Meeting	Next resident council meeting: August 21, 2019	Agenda: review minutes from last month.

David Huntington
Thomas Curley
Audrey Mann

Paul Birkle
Janis Scherr
Edward Heinecke

Nina Mussomeli
Adrienne Haeuser
Phyllis Van Wagoner

WHAT Windsor/Stratford Courts Resident Council Meeting Minutes

WHEN May 21, 2019

WHO	<input checked="" type="checkbox"/> Anilisa McDonald, DON	<input checked="" type="checkbox"/> Paul MacSwain, Social Worker	<input checked="" type="checkbox"/> Sharla Guinn
	<input checked="" type="checkbox"/> Pete Grohsman	<input checked="" type="checkbox"/> Brenda- Volunteer Ombudsman	<input checked="" type="checkbox"/> Mike Lingle
	<input checked="" type="checkbox"/> Residents – see attached list	<input checked="" type="checkbox"/> Jennifer Bates	<input checked="" type="checkbox"/> John Yonkee

Topic	Discussion/Conclusions	Actions/Recommendations/Follow-up
Nursing	<ul style="list-style-type: none"> Jenny, Mable, and Erika are all very good and very understand/nice. Residents are happy that Bianca has decided to join the Saint John's team as a LPN. A resident has reported that CNA staff from Saint John's and outside pool has a bad attitude at times. A resident reports that Saint John's has run out of bed protector pads and 2XL undergarments. 	<p>Compliments will be forwarded to nursing staff by Anilisa.</p> <p>Customer service expectations will be reviewed with nursing staff Anilisa. Shortage will be communicated to central supply. Staff may get supplies from another neighborhood if necessary.</p>
Dining/Homemaking	<ul style="list-style-type: none"> Executive Chef, Peter Grohsman, was introduced as the newest member of the Saint John's dining team. He will work with John Yonkee and Adam Cohen to develop future menus. A resident has suggested having an Italian themed lunch on 06/11. A resident has requested that better soups be available for breakfast/brunch. Currently the only options are "Campbell's Chicken Noodle". A resident has requested that Saint John's schedule regular "wicked lunches" with special offerings along a theme. 	<p>Ideas will be communicated to dining services and will be considered while making future menus.</p> <p>John Yonkee has listened to this requests and will consider if for future meal programing</p>

Housekeeping	<ul style="list-style-type: none"> A resident has reported that the housekeepers are not cleaning her bathroom. 	Feedback will be communicated to Elizabeth Cook.
Laundry	<ul style="list-style-type: none"> No new issues. 	No actions needed.
Environmental Services	<ul style="list-style-type: none"> All residents in attendance have expressed that they are upset about the possibility of roommates in the future. <i>This concern has been expressed during March April, and May meetings.</i> Mr. Lingle provided an update of current and future construction plans. Changes to Saint John's health center licensing has been presented and discussed. Resident questions have been answered. 	Resident's input has been heard and will be considered during the future Saint John's expansion.
Activities	<ul style="list-style-type: none"> Monthly calendar of events was reviewed. 	Lifestream's staff to explore possible special meals in the future.
Minutes	Resident council minutes were recorded and submitted by Paul MacSwain	
Next Meeting	The next resident council meeting for the Windsor and Stratford Neighborhoods will take place on June 18, 2019 at 2:00 pm in Windsor Court.	Agenda: <ol style="list-style-type: none"> Review of April meeting minutes. Dining/Homemakers report Housekeeping report Nursing Report Laundry report Environmental Services report Activities report Review of Resident's Rights

Residents in attendance:

- Sally Tolan
- Patricia Johnson
- Maudie Nagle
- Beatrice Warner
- Susan Tannenbaum
- Patricia Ceyress

WHAT Windsor/Stratford Courts Resident Council Meeting Minutes

WHEN June 18, 2019

WHO

<input type="checkbox"/> Anilisa McDonald, DON	<input checked="" type="checkbox"/> Paul MacSwain, Social Worker	<input checked="" type="checkbox"/> Anne Luther
<input type="checkbox"/> Jessica Hewitt	<input checked="" type="checkbox"/> Brenda- Volunteer Ombudsman	<input checked="" type="checkbox"/> Nicole Smith
<input checked="" type="checkbox"/> Residents – see attached list	<input checked="" type="checkbox"/> Jennifer Bates	<input type="checkbox"/> John Yonkee

Topic	Discussion/Conclusions	Actions/Recommendations/Follow-up
Nursing	<ul style="list-style-type: none"> A resident reports that the Saint John’s nursing staff is wonderful. The outside pool nurses are “rough”. They also have noticed that a disproportionate number of outside pool staff is used on holidays. 	Saint John’s will continue to work towards hiring and training its own internal pool to avoid outside pool nursing help.
Dining/Homemaking	<ul style="list-style-type: none"> A resident has requested that the next weeks menu be brought on Saturday night so that they can make their decisions ahead of time. There will be a special meal to celebrate Milwaukee’s Italian Fest on July 18th. 	Request has been communicated to homemaking manager.
Housekeeping	<ul style="list-style-type: none"> No new issues. 	No actions needed.
Laundry	<ul style="list-style-type: none"> No new issues. 	No actions needed.
Environmental Services	<ul style="list-style-type: none"> All residents in attendance have expressed that they are upset about the possibility of roommates in the future. <i>This concern has been expressed during March April, May, and June meetings.</i> A resident has noticed that the environment in Saint John’s has been cooler in temperature. The availability of bed protectors on each floor was discussed. A resident has reported that the staff on 	<p>Resident’s input has been heard and will be considered during the future Saint John’s expansion.</p> <p>Nicole will review the inventory process and adjust accordingly. She has also offered to</p>

	her floor has had to find stock from other floors.	provide a supply for resident's room as a backup.
Activities	<ul style="list-style-type: none"> Monthly calendar of events was reviewed. 	Lifestream's staff to explore possible special meals in the future.
Minutes	Resident council minutes were recorded and submitted by Paul MacSwain	
Next Meeting	The next resident council meeting for the Windsor and Stratford Neighborhoods will take place on July 16, 2019 at 2:00 pm in Stratford Court.	Agenda: <ol style="list-style-type: none"> Review of May meeting minutes. Dining/Homemakers report Housekeeping report Nursing Report Laundry report Environmental Services report Activities report Review of Resident's Rights

Residents in attendance:

- Patricia Johnson
- Beatrice Warner
- Patricia Cepass

WHAT Windsor/Stratford Courts Resident Council Meeting Minutes
 WHEN July 16, 2019

WHO	<input checked="" type="checkbox"/> Anilisa McDonald, DON	<input checked="" type="checkbox"/> Paul MacSwain, Social Worker	<input checked="" type="checkbox"/> Anne Luther
	<input checked="" type="checkbox"/> Jessica Hewitt	<input checked="" type="checkbox"/> Brenda- Volunteer Ombudsman	<input checked="" type="checkbox"/> Mike Lingle
	<input checked="" type="checkbox"/> Residents – see attached list	<input checked="" type="checkbox"/> Jennifer Bates	<input type="checkbox"/>

Topic	Discussion/Conclusions	Actions/Recommendations/Follow-up
Nursing	<ul style="list-style-type: none"> Several residents have commended Erika and Jenny Z. for being excellent nurses. A resident has reported that the nursing staff has been very helpful in answering questions while administering medications. Anilisa reported that the current nurse staffing is very favorable. Saint John's currently has one license nursing vacancy and 2 CNA vacancies. Several residents have reported that the nursing staff seems rushed. They would like to have more CNA help available. 	<p>Complements will be forwarded to nursing staff and used during merit reviews.</p> <p>Staffing models have been discussed. The amount of staffing provided exceeds state standards. Residents are encouraged to report poor customer service, long wait times, or unmet expectations to nursing supervisor, social services or administrator at any time.</p>
Dining/Homemaking	<ul style="list-style-type: none"> A resident has requested that the next week's menu be brought on Saturday night so that they can make their decisions ahead of time. There will be a special meal to celebrate Milwaukee's Italian Fest on July 18th. 	<p>Request has not been met. Homemaking manager will continue to work with homemaking staff.</p> <p>The meal will occur this Thursday. Pizza will be added to the menu at a resident's request.</p>
Housekeeping	<ul style="list-style-type: none"> No new issues. 	No actions needed.
Laundry	<ul style="list-style-type: none"> No new issues. 	No actions needed.

Environmental Services	<ul style="list-style-type: none"> All residents in attendance have expressed that they are upset about the possibility of roommates in the future. <i>This concern has been expressed during March April, May, June, and July meetings.</i> Several residents have requested to have a conversation with leadership about the decision. A resident has reported that the door leading to the plaza in the Windsor South dining room is very difficult to open. Mr. Lingle provided an update of the construction project. 	<p>Resident's input has been heard and will be considered during the future Saint John's expansion.</p> <p>Mr. Lingle will forward this concern to the Maintenance Manager, John Calderon.</p>
Activities	<ul style="list-style-type: none"> Monthly calendar of events was reviewed. Residents would like to ride on the Hop. Several residents have inquired about a petting zoo. This was an annual tradition at Saint John's. 	<p>Lifestream's staff to explore possible special meals in the future.</p> <p>Lifestream's staff will explore the possibility of a petting. The main barrier is the lack of outside space with the construction project in progress.</p>
Minutes	Resident council minutes were recorded and submitted by Paul MacSwain	
Next Meeting	The next resident council meeting for the Windsor and Stratford Neighborhoods will take place on August 19, 2019 at 2:00 pm in Stratford Court.	<p>Agenda:</p> <ol style="list-style-type: none"> Review of May meeting minutes. Dining/Homemakers report Housekeeping report Nursing Report Laundry report Environmental Services report Activities report Review of Resident's Rights

Residents in attendance:
Katherine Helminiak
Patricia Cepass
Nan Kreitzer
Sister Prentice
Leroy Billingsley