



**Residents' Council Minutes
November 25, 2019**

Eileen Snyder, Chair of the Residents' Council, opened the meeting at 2:00 pm in the Chapel and welcomed those in attendance and those watching on MVTV. She then introduced Rachel Pease, Senior Director of Donor Development, who offered the opening prayer.

The minutes of the September 23, 2019 meeting were approved.

Since the Executive Team is the program today, no comments will be given at this time.

Keri Puna introduced the following new residents in Residential Living:

Mary Eaton – 877 Oak Oval
Robert & Dorothy Shultz – 588 Locust Lane
Angelo Pizzulli & Nancy Providencia – 706 Oak Oval
Gail Stouffer – 730 Oak Oval
John & Jolene Hawbaker – 985 Maple Mall
Donald & Elizabeth Fowler – 701 Oak Oval
Ken Davis moved to 541 Dogwood Drive
Beryl Levosky moved to 733 Oak Oval

Jennifer McKenna introduced the following new residents in Enhanced Living:

Nittany:

Daniel & Verna Hess-Bert – 348
Lawrence O'Toole – 129

Hopewell:

Marian Bacon – 286
Bernard Solon – 293
Susan Eckerd – 186
Hubert & Evangeline Stern – 287

Laurel:

Doris Keefer – 400
Donald Rehm – 410
James Nelson – 204
Robert Smith – 411
Shirley Hoover – 305

Bob Mann, Program Chair, introduced today's program: **A Knowledgeable Guide to Understanding Things**, with Curt Stutzman as the guide.

Curt Stutzman explained the Roles and Responsibilities of the Leaders at Messiah Lifeways, beginning with his position as President & CEO.

- Develop and achieve Messiah Lifeways purpose, mission and goals.
- Assure a well-run organization.
- As a non-profit organization, set aside any excess to maintain facilities and salaries.
- Do it all with Christ-like love.
- Recruit, supervise and evaluate senior officers who assist in achieving the mission, purpose and goals.

He then introduced the Executive Team:

- **Karl Brummer**, Senior Vice President, is responsible for all aspects of Human Resources, Community Support Services and Enrichment Services.
- **Tracy Biesecker**, Chief Financial Officer, oversees all fiscal services, IT services, compliance and risk management.
- **Alicia Titus**, Vice President of Mission Advancement, covers marketing, the Welcome Centers, external relationships with the community and provides strategic planning.
- **Kelli Mills**, Vice President of Operations, oversees all levels of resident living, dining and support services to all campuses, develops relationships within the health care community for nursing, rehab and other medical care.
- **Kelli Murtoff** is the Executive Assistant for all of the Executive Team.

Karl Brummer listed the four people who report to him:

- **Kelly Dougherty**, Human Resources Director, is responsible for hiring and helping to retain team members. She also makes sure Messiah Lifeways is in compliance with all state and federal regulations.
- **Laurie Black**, Benefits and Compliance Manager, manages all employee benefits, such as medical, retirement, paid time off, etc. She makes sure that Messiah Lifeways is competitive with similar communities in the area.
- **Christina Weber**, Director of Community Support Services, supervises the Messiah Lifeways At Home program with the goal of allowing people to remain in their own home, either on campus or in the community. She is in charge of the Adult Day programs at Messiah Village and in Carlisle and supervises Mechanicsburg Place, the senior center in Mechanicsburg.
- **Kerry Hoke**, Director of Enrichment Services, is charged with enhancing the lives of older adults on campus and in the broader community, including Pastoral Services, the Wellness Center, Salon Services and the Pathways Institute for Lifelong Learning.

Tracy Biesecker supervises four people:

- **Michele M. Brown**, Director of Financial Operations, is in charge of all the day-to-day accounting, the monthly statements and internal and external reports.

- **Rebecca Rose** is the Manager of Revenue and Billing. Her staff sends out the monthly statements to residents, all the insurance claims for Rehab and the bills for At Home and Adult Day.
- **Sarah Byerly**, Director of Information Systems, supervises the IT Team which handles the computers on campus. She is also the Security Officer who makes sure that Messiah Lifeways' data is safe.
- **Doug Oberholser**, Corporate Compliance and Risk Manager, explains regulations and does internal audits to be sure the regulations are followed.
- **Cindy Baublitz**, Clinical Informatics Manager, with her team implemented the new electronic health records system in all levels of living.

Curt introduced **Alicia Titus'** team.

- **Kelly Martin**, Senior Director of Marketing, develops marketing strategies to keep Messiah Lifeways fully occupied. She creates marketing plans and budgets, oversees and protects the Messiah Lifeways brand and supervises the marketing team with communications and events.
- **Rachel Pease**, Senior Director of Donor Development, manages all aspects of fundraising and oversees the Volunteer Office and its team, which develops procedures and opportunities to engage over 400 volunteers.
- **Jenny Flamm**, Senior Director of Welcome Centers, works to achieve and exceed the planned census for all levels at Messiah Village and at Mount Joy. She manages admissions for the nursing neighborhoods and residential living and oversees the Welcome Center Offices.
- **Matt Gallardo**, Director of Community Engagement and Coaching, develops and promotes our commitment to our mission throughout the greater community. He advocates for older adults and coaches people to find opportunities whether it be at Messiah Lifeways or in some other place in the area.

Kelli Mills has three people who report directly to her with many others working under them.

- **Kim Valvo**, Executive Director of Resident Communities, provides leadership and regulatory support for Nursing, Personal Care and Residential Living. She oversees:
 - **Keri Puna**, Residential Living Administrator, as Keri provides operational oversight for residential living at Messiah Village.
 - **Jennifer McKenna**, Personal Care Administrator, does the same for Enhanced Living.
 - **Crystal Stair** is the Nursing Home Administrator.
 - **Les Engle** is the Mount Joy Country Homes Manager.
- **Chris Weidenhammer**, Senior Director of Campus Support Services, leads and supports the facilities team as they work on the plumbing, electrical and other mechanical areas. Reporting to him are:
 - **Karen Bogusz**, Director of Environmental Services, makes sure standards are consistent across all areas of the Guest Services Team as they do the laundry, housekeeping, purchasing and transportation.
 - **Mel Miller**, Director of Facilities Maintenance and Construction Services, ensures that the quality of construction and facilities maintenance is met. **Brad Fleming**, Director of Facilities Maintenance, reports to him.

- **Tony Todaro**, Life Safety Coordinator, primarily works in Nursing to be sure that all safety regulations are met but he also handles fire drills and is the link to the contract company who provides campus security.
- **Jared Weaver**, Grounds Manager, leads, trains and oversees the team who work outside to take care of our landscape.
- **Franklin Oiler**, Director of Dining Services, is employed by Cura Hospitality. He leads all the dining employees and has the responsibility of respectfully hearing the comments of all residents and following up on them.

There were no questions following the presentation. The team was applauded for all the work that they do to make Messiah Village a good place to live.

Eileen next introduced a discussion on the Allegheny Hobby Room and invited Carolyn Mann to begin it. In early November a notice of two focus group meetings about repurposing the Hobby Room was listed in the Residential Living News. The hobby room was to be turned into an income-producing apartment. This generated many reactions.

1. The Hobby Room is treasured. It is used more often than many expected.
2. The Allegheny Hobby Room defines the spirit of Messiah Village.
3. This warm and homey venue is “like our living room.”
4. It is what makes Messiah Village a special place to live.

Carolyn continued. People asked “Where do we go from here”? Carolyn handed Eileen a petition 18 pages long with over 300 signatures requesting that the Hobby Room not be changed. Eileen noted that the Hobby Room was built “from the ground up solely for coming together as a community”. It is disappointing to know that the decision was made without the input of residents. Another meeting is scheduled with Kelli Mills on Wednesday, November 27 in the Galleria for further discussion, and she urged everyone to attend. Eileen asked Curt to please reconsider your decision. “We do really hope you can search for an alternate location.”

Curt thanked Eileen and Carolyn. He apologized for the negative perspective. He has heard more questions and concerns about this than about anything else in the time he has been here. He appreciates that this space is a valued part of the Commons community. Action on it has been paused to reconsider.

He urged people to think about these points before the meeting:

1. If the room is being relocated, envision what it should be like starting from scratch.
2. What would make it a fresh and purposeful space?
3. Remodeling and renovations need to be made to the Allegheny and the Tuscarora Hobby Rooms.
4. What are the needs of the future and what has to be done to meet those needs?
5. Nothing will move forward until all concerns are addressed.

Frank Swetz: We contracted for a facility as shown to us before we moved. The room was built for hobbies. This legally and moralistically should be considered.

Jan Larson: Since many will be away the day before Thanksgiving, could the meeting be rescheduled?

Will schedule a second meeting. Curt cannot be at Wednesday's meeting but will try to be at the next one.

Eileen asked if there were any questions other than about the Hobby Room.

Deane Sharp: Are we land-locked? Are the other options?

Curt: Yes we are land-locked. Phase I of the Long-Range Plan has been completed with the building of Village Square, adding to Nursing and building Hopewell. Phase II initially envisioned taking down more cottages and building apartments but further evaluation and analysis indicates that this might not be feasible. One thought is that a satellite campus within 15 minutes might be better.

Joan Swetz: It is counter-productive to add more residential living space while taking away community space for residents to get together.

The complete program can be seen on the Messiah Village resident portal. The portal resident log-in is in a green box on the right side of the www.MessiahVillage.org homepage. The username is "resident" and the password is "password".

The next Residents' Council meeting will be on January 27, 2020 in the Chapel at 2 pm.

The meeting was adjourned.

Respectfully submitted,

Liz Richardson, Secretary