

**Springwood Retirement Community**  
**Advisory Council Meeting**  
**March 9, 2022**

<b>Conducted By:</b>	Angela Hogan	Executive Director
<b>Staff Present:</b>	Marc Ekberg	Maintenance Director
	Kasey Dutton	Fountains Manager
	Carrie Crosby	Business Office Manager

<b>Aspen:</b>	<b>Birch:</b>	<b>Cedar:</b>
1 <sup>st</sup> appt pending	1 <sup>st</sup> Anita Wichert	1 <sup>st</sup> appt pending
2 <sup>nd</sup> Jerry Sampson	2 <sup>nd</sup> Marion Gillette	2 <sup>nd</sup> appt pending
3 <sup>rd</sup> Gloria Angevine	3 <sup>rd</sup> Dave Beato	3 <sup>rd</sup> Jolene Toscano
<b>The Fountains:</b>	<b>West Cottages:</b>	<b>East Cottages:</b>
Bill Demel	Irene Osuga	Rob Lapp

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**Next Advisory Council Meeting: Wednesday, June 8, 2022, at 3:00 p.m. in the Activity Room.**

**Executive Director Comments:**

- According to the Jefferson County Health Department, they anticipate the mask mandate policy for common areas within communal senior communities to stay in effect through June.
- We will change the Advisory Council Meeting to quarterly instead of every other month and our large Resident Community Meeting will continue to be suspended as per COVID guidelines for senior communities. We need to limit the Advisory Council Meetings to the appointed representatives to keep the group small. Going forward, the minutes will be posted on the Springwood website under the “Resident” tab or you can request a copy at the front desk.
- Anytime you have questions, concerns or comments that are not urgent, please drop us a note in the **Suggestion Box** located in the lobby. The Suggestion Box is checked weekly, and notes are distributed to the appropriate Directors.
- We still have construction traffic on campus. With Spring approaching, please use extra caution when walking around campus and avoid the construction zones. Also, if you notice construction workers parking in resident parking, please contact the front desk staff.
- Select Rehab will be opening a satellite office in Springwood. They are renting the space that was the old activities room. They anticipate starting at Springwood the first week in April. They will put out information regarding their services once they are onsite.

## Resident Comments:

- Residents are happy with the serving line in the dining room.
- Could a microwave be placed in the dining room to reheat food that gets cold?  
**Response:** The health department will not allow it in a dining room setting like this.
- A resident suggested filling the water glasses just half full at the beginning of service to conserve and not waste water.  
**Response:** Chris received a note in the Suggestion Box and did visit with the servers last week about filling the water glasses half full. Bear with us, we do have some temps working for us.
- What is the Springwood campus annual rent increase for 2022? When will residents be charged the increase?  
**Response:** The renewal rent increase is 5% this year. Residents rent increases happen on the anniversary of their move-in date. A resident pointed out that costs of living and expenses have gone up more than 10% in most instances.
- Residents would like more memos and reminders of events and activities.  
**Response:** All the events and activities are listed in the monthly newsletters and calendar. We also have updated daily signs in the elevators and end of the hallways on the first floor in case there are changes or cancellations that affect that day.
- All sandwiches seem to be made with white bread. Can some variety be added to the menu?  
**Response:** The majority of residents prefer white bread, but Chris will review the upcoming menus and see where other varieties of bread can be added.
- Are the monthly newsletters available on the Springwood website?  
**Response:** In January, Marketing added a "For Residents" tab. It currently has some letters and updates, but we will look at adding the newsletters and calendars as well.
- When will the pool be available to use?  
**Response:** There was an issue with the dehumidifiers and that has been fixed. We are waiting on a Certificate of Occupancy and the camera monitoring system to be installed. The camera system is on back order. So, we do not have a date of when the leisure pool will be available.
- Will there be a lifeguard or staff on duty at the pool?  
**Response:** No, we will have a camera monitoring system and will ask the residents to use the buddy system. We will also encourage all residents to wear their pendant in the pool. The pendants are waterproof. We will put out our pool policies, hours, etc. before the leisure pool opens.

- The downspouts are frozen and might be plugged with leaves. They are creating a hazard when it freezes.  
**Response:** Yes, be very careful around the downspouts this time of year. Maintenance will get the gutters and downspouts cleaned out again in the Spring.
- Apartment air duct cleaning at Springwood started in November, beginning with Cedar third floor, and working down the floors. Each month five apartments will have their duct cleaned.
- When will residents who have carports in the back be able to get keys for the Cedar door again?  
**Response:** We will issue keys to the residents who have carports on April.
- What is the housekeeping status at Springwood? When can we get back on a schedule? What is included in housekeeping?  
**Response:** Campus wide we now have five housekeepers hired, but we still have to three more housekeepers. We felt it was important to fill the housekeeping positions in our assisted living buildings first because those are the residents most in need of housekeeping assistance.  
From the Resident Handbook:  
Light housekeeping is provided for each apartment on a bi-weekly basis. This service includes cleaning your living areas, bathroom, and kitchen. It does not include washing dishes, cleaning out or defrosting the refrigerator, cleaning your oven, moving furniture or similar tasks. The housekeepers are happy to clean or dust under personal items, but they may not move your personal items. If you want an area dusted, we ask that you move the items first. Please do not ask our housekeepers to do personal favors or tasks that are not part of their routine. Housekeepers are not responsible for cleaning excessive bodily fluids. This will be the residents' or their family's responsibility.  
Clean towels are provided weekly. Bed linens are changed and laundered bi-weekly.
- The stocking levels of items in the Springwood store are down from what they were.  
**Response:** We brought the stocking levels up during the COVID pandemic when residents could not go to the grocery store. However, now that residents have the opportunity to go to King Soopers every Wednesday again, we are bringing the stocking levels down.
- The curbs in the parking lot at The Fountains need to be repainted "Resident Parking Only".  
**Response:** Maintenance will see about getting it done in the Spring.
- Residents wanted to confirm that there will a Meet & Greet with Angela at The Fountains for the Fountains and Cottages residents.  
**Response:** Yes, it will be on March 25 at 2:30 p.m. at The Fountains. All Fountains and Cottages residents are warmly invited to attend.

- Residents are still concerned about snow and ice removal for the north facing cottages. The driveways do not get any sun.

**Response:** Maintenance staff has been going above and beyond this winter for these cottage units already. In past, they were only back dragged by the snow removal contractor.

- Residents would like to know the Fire Alarm procedures.

From the Resident Handbook:

Your safety is of primary importance to Springwood. Therefore, our equipment exceeds all safety requirements. Periodically we will review fire safety measures so you will know what to do in case of an emergency.

**Whenever the fire alarm sounds throughout the entire building, please close the door to your apartment and wait for the fire alarm sirens to be turned off.** Once the alarms are silenced, you are free to come out. Please refrain from calling the front desk for information during an alarm. The front desk is communicating with the fire department and staff regarding next steps. If there is a fire in the building and residents need to be evacuated, the fire department will go door to door and escort residents outside and to a safe location away from the building.

**If there is a fire in your apartment,** please leave the room immediately, shut the door, and use the exit closest to you. **DO NOT USE THE ELEVATORS.**

If the smoke alarm goes off in your apartment and there is no fire, **DO NOT** vent smoke into the hallway by opening your front door. Instead, open windows, sliding door or patio door in your apartment to clear the smoke and the smoke detector will turn off itself.

- Some flower arrangements are missing from the lobby.

**Response:** They have been returned to their owner.

- Some residents would like a prayer to be said during the mid-day meal.

**Response:** We are not a religion-based retirement community and our residents come from diverse backgrounds and beliefs. We want to be respectful to all residents, so we will not be hosting a prayer at the mid-day meal. Residents may pray at their table before each meal by their own will.