

# Town Meeting Minutes

May 4, 2021

Life Center

## **OPENING PRAYER**

Lori Witmer, Executive Director of Spiritual Care welcomed approximately 40 residents and staff to the spring Town Meeting. She led in prayer.

## **WELCOME & CEO UPDATE**

Hugh Davis, CEO reported that COVID cases at Menno Haven are trending in the right direction with no active cases. Cases in Franklin County are also trending in the right direction and the Coronavirus Task Force is working on re-opening plans. The F&M Bank at Brookview, the About Thyme Bistro, Village Square Library and Wellness Center will be opened in the near future. Hugh reminded everyone that we remain in a public health emergency therefore the task force will continue to meet to monitor Menno Haven's response to this pandemic.

## **FINANCIAL OPERATIONS**

Hugh reported that Menno Haven remains in strong financial position and that management believes that financial transparency is important. There have been some questions from residents about why Menno Haven is curtailing spending if they are in good financial shape. Hugh explained that although the organization is in good shape the decision to limit spending helps to ensure the long term financial stability of Menno Haven. The national trends are showing that skilled nursing occupancy has hit the lowest level in a long time. This trend is secondary to the pandemic. National demographics also indicate that aging projections continue to climb in years to come and there will be a demand for aging services across the country. At Menno Haven, skilled nursing census is beginning to recover, Village Square census is good, the Manor is lagging, and Independent Living census is on target.

## **CASH**

Hugh also stated that management believes that it is prudent to be conservative with spending during this time. Operations have been impacted by the pandemic with lowered census and increase in expenses, for example Menno Haven can spend \$250,000 per month in COVID testing alone. Management desires to preserve the cash position of the organization so that Menno Haven can remain strong. The organization has been blessed with generous giving and some government stimulus funds as well. Menno Haven will come through this pandemic in a strong financial position.

## **STRATEGIC PLANNING**

The Menno Haven Board of Directors has engaged ARI (Aging Research Institute) to begin work on the next iteration of the strategic plan. Dr. Lydia Pugh will be on site next week to kick off the first round of resident focus groups with independent living and personal care residents. The Board, Team Members, and Future residents will also be

interviewed as a part of the planning efforts. A selection of residents that do not come out for activities and events will be interviewed in their homes so that their ideas can be included in the strategic planning. The focus for this strategic planning effort will be on the following:

- Resident perspective on the continuum of care
- Future service needs of residents and the community
- Support for residents as they move from independent living through the different care levels

Two market studies have been completed in the past six years and they both support a strong position for Menno Haven in the market.

One of the greatest pressures that is being faced currently and is expected to continue for years to come, is in the work force. There is still work to be done in the efforts to hire and retain a qualified workforce.

#### THANKS

Hugh expressed his thanks to the following:

- Menno Haven Team as they faced a public health emergency that targeted the residents they we care for. This team faced some of the toughest times that Menno Haven has experienced and did so with joy. They walked into the fire and continued to provide excellent care for our residents.
- Coronavirus Task Force who have spent hours developing mitigation plans to keep the community as safe as possible.
- Brookview Health Care Center team who took on the COVID unit, providing care to the residents all while they were preparing to move to the new building and transition to a new care model.
- Roger Beins, COO and Tiffany Rife, CLO for their tireless efforts to make the COVID vaccine clinics available to Menno Haven residents and team.

#### AUXILIARY UPDATE

Suzette Davis, Auxiliary Chair provided the following updates:

- The Boutique in the Life Center is now open Monday – Friday from 10 – 4
- Smith's Chicken Fund Raiser will be held on September 4<sup>th</sup>
- Hamloaf Sale will be held in the fall
- Coffee and Cookie Dough fund raiser will be held around the Holiday season
- A fall Fashion Show and Tea will be held again this year
- The Together We Can campaign will continue

The Auxiliary has been able to fund numerous projects that help to enhance the lives of our residents through the generous support of residents and friends. Some of these projects include bathing slings, IN2L system for the Rehab Center, upgrades for BVHCC and BVPC, a NuStep machine for the Memory Homes, Eversound wireless headsets for ElderDay, and continued support of the aviaries and aquariums in the various locations around campus.

Suzette shared that the work on the Treasure Chest continues and it will hopefully be open by the end of this year. The Auxiliary is currently working with the Development team to add some upgrades to the new Treasure Chest.

### **DEVELOPMENT UPDATE**

Chuck Nelson, CDO thanked the Auxiliary for all of the projects they sponsor that help the residents of Menno Haven. The Nurturing the Human Spirit Campaign has raised \$19,221,055 to date with a goal of raising \$21M before it has ended. The deadline for naming opportunities is May 31 and a celebration is being planned for September.

Development is currently working on the following projects:

- Raised gardens at Brookview to be located at the Greenhouse
- New water faucets and fencing at the Brookview Garden Plots
- Courtyard furnishings for the new Brookview Health Care Center
- Bocce Ball Court – funds are raised the location is yet to be determined
- Village Square Covered Patio area – funds have been received in memory of resident's sister. This area will be called Gracie's Place
- Dog Park – funds are raised. The dog park will be located behind Friendship Pond. The space will be divided into two spaces, one for small dogs and the other for big dogs. The area will be fenced and gated with limited access. An application process will be required to verify that all dogs have current shots and are licensed. The area will be treated for fleas and ticks. There will be benches for dog owners to sit on and the area will be maintained by the Grounds Team. The cost of maintenance will be covered by donations.
- Greenhouse Open House – scheduled for May 25, 2021. There is a Greenhouse Committee that will help to provide oversight to the greenhouse.
- A Decommissioning Service will be held for the old Brookview Health Care Center as a way of honoring the years of care that were provided in the building and to honor the history of Menno Haven.

### **COVID UPDATE**

Roger Beins, COO provided an update on current COVID status at Menno Haven. Venues are beginning to re-open and he expressed his delight in seeing more activity at the Life Center. Governor Wolf announced that all restrictions will be lifted on Memorial Day except the mask mandate. Menno Haven will continue to be conservative as restrictions are lifted. The positive percentage in Franklin County stands at 6.6% and is trending in the right direction. This is the lowest we have seen since September. The totals for cases at Menno Haven by month are as follows:

- November - 71
- December - 64
- January - 38
- February - 14
- March - 11
- April - 5

The cases by care level and team member cases is detailed as follows:

	<b>Cumulative Total Cases</b>	<b>Active Cases</b>	<b>Recovered</b>	<b>Fatalities</b>
<b>Skilled Nursing</b>	39	0	25	14
<b>Personal Care</b>	17	0	13	4
<b>Independent Living</b>	18	0	16	2
<b>Team Members</b>	167	1	166	0

Menno Haven experienced higher case counts within the Team Member population than residents, due in part to adherence to good infection control measures. This has not been the experience of other retirement communities as they experienced more resident cases than team members.

Menno Haven has had 5 cases that would be considered breakthrough cases where individuals that were fully vaccinated tested positive for COVID. The good news in these cases is that none resulted in serious illness, hospitalization, or death.

Menno Haven has hosted seventeen vaccine clinics to date. Approximately 92 - 95% of residents are vaccinated and 50% of team members. Management continues to educate and encourage team members to accept the vaccine. There are no plans to make the vaccine mandatory. Menno Haven has a goal to have 75% of the team vaccinated.

Roger also reported that visitation restrictions have been eased in health care centers and personal care. In room visitation, while still scheduled, is permitted and fully vaccinated residents can have close contact with the fully vaccinated family members. Fully vaccinated residents can gather together with other residents for meals and activities without masks and social distance. While unvaccinated residents should still wear masks and maintain social distance. Fully vaccinated Team Members and Residents are no longer required to submit to the routine COVID tests.

## **COMMUNITY UPDATES**

Tiffany Rife, CLO provided the following updates:

- After Hours Pick Up from Hospital – in the past, security has helped with after-hours transportation from the hospital. Currently Menno Haven has only one Security Team Member to monitor both communities, therefore they are not available to go off campus for after-hours discharges. Management is working with Transportation to have a Team Member on call for these events.

Coordinating this change with the hospital is in process and residents can expect more information in the near future.

- Security Team Members act as a liaison for residents' safety and assist emergency personnel when they enter the community. Their purpose is to get the proper emergency response team to the location where they are needed.
- Independent Living Handbooks will be distributed the week of May 17. Yearly updates will be provided moving forward. The handbooks will also be available at all reception desks. Some of the revisions to the handbook include:
  - External modification to your home
  - Yard decoration guidance
  - Political Signs
- Practice sessions for the Menno Haven Senior Games are being held on Thursday mornings from 10AM – 12PM. These practices are alternating between the communities each month.
- Mulching and Window Washing schedule is published in the Haven Connect
- The following venues are open now:
  - Life Center Grille is open for breakfast, lunch, & dinner (not open on weekends)
  - Life Center Scheduled Events – with reservations
  - Cinema
  - Haven Salon & Spa
  - Chapel (with reservations to Linda Wenger)
  - Manor & Village Square Libraries – Mon – Fri 8AM – 4PM
  - About Thyme Bistro will open soon
  - F&M Bank at Village Square will open soon
  - Village Square Wellness Center & Pool to open soon

### **BROOKVIEW HEALTH CARE CENTER DECONSTRUCTION**

Hugh Davis, CEO provided a timeline for the deconstruction of the old health care center.

1. Decommissioning of the building – service and assets relocated
2. Installation of a fence – June 1
  - a. 60 days for asbestos abatement and fill basement
  - b. 75 days for Thrift Store completion
3. Site Work should occur between July and November 2021
4. Cottage Construction to begin approximately August 2021
  - a. Cottages will be built in three groups or phases
5. Site work should be completed by January 2022
6. All groups of cottage construction completed by the fall of 2022

There will be some disruption and road closures as this project proceeds. Management will provide communication and updates to keep residents informed of these closures. The entrance to the community through the parking lot of the Business Office and the south side of Ridgeview will be closed and traffic will reroute through the back of the

community and exit by Northfield Drive. Hugh reminded residents that they are not permitted to enter the construction site after the fence is in place. Updates will be provided at future town meetings.

The cottages will be a Sage II floor plan with a few cottages that will have a Thyme floor plan. The Thyme floor plan is 5 sq. ft. larger than the Sage II plan. The Marketing team will work through a pre-sales process much like they did in the first phase of cottage development. These cottages will be similar in appearance to the new cottages in the 100s section.

## FINANCE UPDATE

David Gentry, CFO reported a \$556,000 miss in revenue year to date with the majority of this occurring in January. There has been some recovery in February and March. COVID expenses continue to impact financial results. Expenses would be favorable to budget without this impact. Menno Haven continues to be cautious with spending as we evaluate the continued impact of COVID expenses on operations. The Capital Campaign has been very productive and some of these funds were able to be released as the construction of the Brookview Health Care Center is complete. The following slides were provided:

Description	Actual	Budget	\$ Var	% Var
<b>Operating Revenue</b>				
Net Resident Services Revenue	11,825	12,381	(556)	(4.5%)
Net Assets released from restrictions	168	250	(82)	(32.8%)
<b>Total Unrestricted Revenue</b>	<b>11,993</b>	<b>12,631</b>	<b>(638)</b>	<b>(5.1%)</b>
<b>Operating Expenses</b>				
Nursing & Resident Services	6,033	5,816	(216)	(3.7%)
Sales, General and Administrative	1,904	2,077	173	8.4%
Culinary	1,534	1,464	(70)	(4.8%)
Plant Operations	1,944	1,903	(42)	(2.2%)
Depreciation	1,884	2,079	195	9.4%
Interest	1,226	1,439	213	14.8%
<b>Total Operating Expenses</b>	<b>14,525</b>	<b>14,778</b>	<b>253</b>	<b>1.7%</b>
<b>Operating Income (Loss)</b>	<b>(2,532)</b>	<b>(2,147)</b>	<b>(385)</b>	<b>17.9%</b>
<b>Other Income</b>				
<b>Total Other Income</b>	<b>685</b>	<b>222</b>	<b>463</b>	<b>208.9%</b>
<b>Revenues In Excess Of Expenses</b>	<b>(1,847)</b>	<b>(1,925)</b>	<b>78</b>	<b>(4.1%)</b>
Unrealized Gains	535		535	0.0%
Net Assets Released from Restrictions (Cap)	1,600		1,600	0.0%
<b>Change in net assets without donor restrictions</b>	<b>289</b>	<b>(1,925)</b>	<b>2,214</b>	<b>(115.0%)</b>

	March 31, 2021	Year ended 2020	Variance
<b>CURRENT ASSETS:</b>			
10 Total Current Assets	52,953	50,904	2,050
<b>ASSETS WHICH USES ARE LIMITED:</b>			
17 Total Assets Which Uses Are Limited	22,388	23,610	(1,222)
<b>FIXED ASSETS</b>			
27 Total Fixed Assets	140,796	141,527	(731)
<b>OTHER ASSETS</b>			
32 Total Other Assets	3,828	3,787	41
<b>33 Total Assets</b>	<b>219,965</b>	<b>219,828</b>	<b>137</b>
<b>CURRENT LIABILITIES</b>			
45 Total Current Liabilities	9,085	7,312	1,773
<b>LONG-TERM LIABILITIES</b>			
46 Annuities Payable	133	133	
47 Notes payables	124,960	124,980	(19)
48 Refundable Fees	8,732	9,088	(356)
<b>50 Total Long-term Liabilities</b>	<b>133,824</b>	<b>134,200</b>	<b>(376)</b>
<b>DEFERRED REVENUE ENTRANCE FEES</b>			
51 Non-refundable Fees - Long Term	37,369	37,508	(139)
<b>NET ASSETS</b>			
<b>56 Total Net Assets</b>	<b>39,687</b>	<b>40,808</b>	<b>(1,121)</b>
<b>57 Total Liabilities &amp; Net Assets</b>	<b>219,965</b>	<b>219,828</b>	<b>137</b>

	12 Months Ended 12/31/2018	12 Month Ended 12/31/2019	12 Month Ended 12/31/2020	12 Month Rolling Ended 03/31/2021
<b>Debt Service Coverage Ratio</b>				
Increase in Unrestricted Net Assets/without donor Restrictions Add/(Deduct)	\$ 1,250,281	\$ 2,719,274	\$ (1,870,148)	\$ 4,846,890
Amortization of Entrance Fees	\$ (4,411,126)	\$ (4,522,411)	\$ (4,747,715)	\$ (4,665,344)
Interest	\$ 2,302,132	\$ 3,539,751	\$ 4,882,644	\$ 5,041,919
Depreciation	\$ 5,125,501	\$ 6,823,305	\$ 8,299,791	\$ 8,356,601
Change in Fair value of interest rate swaps	\$ (1,900,989)	\$ -	\$ -	\$ -
Loss on Refunding	\$ 543,950	\$ -	\$ -	\$ -
Net Assets Released for Fixed Assets	\$ (56,199)	\$ (2,280,065)	\$ (2,552,847)	\$ (3,494,712)
Proceeds from entrance fees, existing units, net	\$ 4,648,948	\$ 12,093,325	\$ 4,636,339	\$ 4,427,244
Unrealized Loss (Gain) on Investments, Net	\$ 3,344,171	\$ (4,314,855)	\$ 1,083,018	\$ (6,709,497)
<b>Revenues available for Debt Service</b>	<b>\$ 10,846,669</b>	<b>\$ 14,058,324</b>	<b>\$ 9,731,081</b>	<b>\$ 7,803,101</b>
Maximum annual debt service	\$ 2,708,500	\$ 2,708,501	\$ 6,156,250	\$ 6,156,250
<b>Debt Service Coverage Ratio</b>	<b>4.00</b>	<b>5.19</b>	<b>1.58</b>	<b>1.27</b>

	<b>12 Months Ended 12/31/2018</b>	<b>12 Month Ended 12/31/2019</b>	<b>12 Month Ended 12/31/2020</b>	<b>12 Month Rolling Ended 03/31/2021</b>
<b>Days Cash on Hand</b>				
Operating Expenses	\$ 50,430,343	\$ 54,974,076	\$ 58,043,155	\$ 58,059,406
Less:				
Bad Debt Expense	\$ (96,021)	\$ (113,442)	\$ (110,551)	\$ (117,786)
Depreciation	\$ (5,125,501)	\$ (6,823,305)	\$ (8,299,791)	\$ (8,356,601)
Total cash operating expenses	\$ 45,208,821	\$ 48,037,329	\$ 49,632,813	\$ 49,585,019
 365 Days	 365	 365	 366	 365
<hr/> Daily cash operating expenses	<hr/> \$ 123,860	<hr/> \$ 131,609	<hr/> \$ 135,609	<hr/> \$ 135,849
 Unrestricted cash and investments				
Cash and cash equivalents	\$ 7,420,725	\$ 6,747,354	\$ 2,451,631	\$ 2,014,742
Unrestricted Investments	\$ 30,247,589	\$ 42,235,056	\$ 43,814,687	\$ 45,795,770
Benevolent Funds	\$ 4,675,092	\$ 4,972,922	\$ 4,384,524	\$ 4,503,230
Statutory Liquid Funds	\$ 10,569,377	\$ 3,989,288	\$ 4,854,048	\$ 4,854,048
Other	\$ -	\$ 328,599	\$ 957,316	\$ 2,803,521
Total unrestricted cash and investments	\$ 52,912,783	\$ 58,273,219	\$ 56,462,205	\$ 59,971,310
<hr/> Days cash on Hand	<hr/> 427	<hr/> 443	<hr/> 416	<hr/> 441

David reported that the balance sheet remains strong even in the midst of the negative impacts to budget.

At the conclusion of the presentation, time was provided for questions from residents.

### QUESTIONS FROM RESIDENTS

Q: There are 3 large trees along the western end of Ridgeview, will they be preserved or destroyed during construction? A: We will work to preserve as many trees as possible, however we must balance the concern about the root systems of existing trees and potential impact on construction.

Q: What is the plan for unused vehicles? A: The car that is in question belongs to a resident and direction has been given to remove the vehicle. Other unused vehicles are being sold in the auction.

Q: Would it be possible to post menus on Friday Evening? A: They will be available on Thursday evening moving forward.

Q: Why have meal costs increased significantly? A: The cost of a burger has increased and so has the quality and weight. You are getting a bigger and better burger. There will be a junior sized burger added to the menu at a lower price point. Food costs are also on the rise in general and at times there have been supply chain challenges. The culinary team has worked to creatively adapt the menu accordingly.

Q: Will Menno Talk be reinstated and will there be just one Menno Talk? A: There is a meeting scheduled this week to discuss restart of Menno Talk and most likely there will be just one Menno Talk.

Q: Will there be a formal sign placed at Northfield Commons Road? A: There are plans underway to thoughtfully add wayfaring signage for both communities. Menno Haven is working with the Borough and the Township to place appropriate signage.

Q: If an Independent Living resident is in need of Hospice services, what support and resources are available for them? A: Menno Haven's Community Nurses can help with coordination of hospice services and they will work individually with residents to meet their needs.

Q: When new residents come to Menno Haven, will we restart introductory meetings to get to know them? A: Tiffany stated that she will work to restart the New Resident Mixers. New resident names and phone numbers should be included with council meeting minutes.

Q: Residents are requesting information on Radon and how to recognize termite infestation in homes. A: Menno Haven has a radon mitigation program that is incorporated into the Mennovations program. When termites are present, you will see a swarm of flying insects. If you see flying insects, call Maintenance immediately so that they can have Erlich assess the unit and provide treatment/prevention if needed.

Q: Will trees be planted along Menno Haven Drive when construction on the cottages has been completed? A: Tiffany will assess what can be done.

Q: Residents are having problems with animals getting into the trash, can wheeled garbage cans be used? A: Brian Garber stated that residents should refrain from feeding squirrels and cats on campus. Any garbage can is permitted, however residents need to limit the size and weight of the garbage bag that is placed inside the can. This helps the maintenance team out.

Q: Where will the Memorial Rose Garden be relocated? Where will the large framed quilt be located? A: The Rose Garden will be located at the Greenhouse along with the memorial plaque. The quilt has been hung in the atrium of Village Square.

Q: Menno Haven has modernized the telephone answering system. It now requires callers to know to whom, or what building, to direct their call. Does a live person eventually answer the call? Is the MH main number answered 24/7? A: The main number to call is 717-262-1000. Callers need to follow the prompts to get to the person you are calling and they may or may not be at their desk when you call. After hours, calls are transferred to a nurse phone and they are

most likely working on the floor. Menno Haven is working to provide direct dial phone numbers for all team members.

Q: Can we get a phone directory for all team members? A: Yes, we can work on that.

Q: Will there be conceptual drawings of the new cottages shared with residents? A: There were preliminary drawings shared today and more will come later as the project progresses.

Q: What is the status of the fencing around the Brookview Community Gardens? A: The fence has been ordered is on the way, it will be installed when it arrives.

Q: Will minutes of the Town Hall Meetings be available to residents? A: Yes, you can get them at any reception desk. They will also be posted to the resident portal.

Q: Why was a decision made to cut Security to a single officer who must now serve both campuses in the evening (3 PM to 11 PM) and weekends? A: Menno Haven's Security Officers act as a liaison between emergency responders and our residents. They are not intended to provide EMS services or Police procedures.

Q: Northgate/Brookview/Life Center have some wonderful gathering and recreational opportunities. We know that the intent was that Chambers Pointe could take advantage of these and efforts were made pre-Covid to provide some shuttle services. This did not work, and it is unrealistic to expect that Chambers Pointe residents will travel on a regular basis to participate in such offerings as ping pong, croquet, putting green, fire pit, etc. We NEED our own gathering and recreational facilities. One possibility is to develop the green space next to the raised gardens to provide facilities for horse shoes, bocce, badminton, corn hole, croquet, putting green, fire pit, etc. This space is not used on a regular basis, and perhaps the guard shed (now on the Manor front deck) could be moved next to the garden shed to accommodate equipment. Is there any possibility of working toward this? A: These are all possibilities that are being considered and evaluated in strategic planning.

Q: When you refer to the COVID testing expenses, did all of this fall on Menno Haven? A: Residents were billed through Medicare or their insurance. Testing for team members was covered by Menno Haven. All of the COVID expenses that are reported in the financial reports are out of pocket expenses for Menno Haven.

Q: Is window washing happening on both campuses? A: Yes, it will start on June 1.

Having no further questions or comments, the meeting adjourned at 4:30 PM.

Minutes recorded by Anna Mae Burkholder, Sr. Executive Assistant