

Menno Haven, Inc.
Town Meeting Minutes
August 3, 2021

Chambers Pointe Chapel & Life Center

OPENING PRAYER

Brenda Doyle, Chaplain opened the meeting with prayer.

CEO UPDATES

Hugh Davis, CEO shared an overview of the industry trends and challenges that are currently in front of Menno Haven. He reminded everyone that even in the face of these challenges, we do not lose hope, rather place our trust in God.

COVID19

The Delta variant of the coronavirus has produced a new wave of infections across the United States and is proving to be more contagious than the original virus. Fully vaccinated persons can become infected and can spread this variant. The CDC has provided some new guidance for wearing masks as a result of this new variant. The new guidance encourages everyone to wear masks indoors in regions that are experiencing moderate to significant spread of COVID. Although Menno Haven has not yet hit this level of spread, management is encouraging all residents to wear masks indoors.

Menno Haven's Coronavirus Taskforce has resumed regular meetings and are recommending the following:

- Unvaccinated individuals wear a mask
- Vaccinated individuals wear a mask if attending indoor events or if immunocompromised

If the PCR positivity rate exceeds 3% in Franklin County, Menno Haven will mandate masks for everyone in all public spaces. If the PCR positivity rate exceeds 5% in Franklin County, residents can anticipate that Menno Haven will move out of Recovery Level 1.0 and move to Level 2.3. This would include limiting the size of gatherings in indoor spaces and will mandate masks in all public spaces.

SENIOR HOUSING

The pandemic has impacted the senior housing industry across the nation. Organizations experienced a decrease in census during the shutdown and since the release of the vaccine, have seen some census recovery. Menno Haven's experience has been very much in line with the national trends.

Menno Haven has experienced some census recovery in personal care as visitation restrictions have eased. Skilled nursing census recovery has been slow and recently was intentionally throttled due to labor limitations. Independent Living census has seen

some challenges as well, primarily driven by supply chain disruptions and long wait times for kitchen cabinets.

WORKFORCE

Issues with workforce have taken over the top spot in concerns that are facing senior housing providers. Locally the competition for the same labor market has resulted in wage escalation which results in higher than expected labor expense. Menno Haven has formed a Recruitment & Retention Taskforce to focus on the current issues.

MENNO HAVEN COMMUNITY UPDATES

As previously reported, Menno Haven has been in discussion with the architect and contractor to determine who will pay for the \$600,000 in remedial work needed for the building to pass the Department of Health inspection. All parties have been working toward an acceptable resolution and are on the brink of an agreement that would result in shared cost for the work. In this agreement, Menno Haven would bear about ¼ of the cost.

Demolition of the original nursing home will begin in the near future. The utilities have been disconnected and application for a demolition permit is submitted. Once the demolition permit is received, the process of taking down the nursing home should take about one month.

The Menno Haven Board of Directors is in the process of strategic planning for the organization. Resident focus groups have been held and management is grateful for all who participated in the process. Aging Research Institute (ARI), the strategic planning partner, will be working with the Board of Directors in the development of a Strategic Plan.

The Nurturing the Human Spirit Campaign has wrapped up and has raised nearly \$20 million dollars. Hugh thanked all of the residents for their generosity and ongoing support.

COVID 19 UPDATE

Roger Beins, COO, provided updated information regarding COVID-19. Currently Pennsylvania is in a region with moderate spread of the virus. Management has concern for an anticipated increase in positive cases. Menno Haven experienced the highest number of cases in November and December of 2020. More recently there was one team member case in May, none in June, and two resident and one team member case in July. The transmissibility of the Delta variant is a concern for the management team of Menno Haven. In light of this concern, residents can expect that a mask requirement will return for all public spaces at Menno Haven when the positivity rate exceeds 3% and further restrictions be in place if the rate exceeds 5%. Roger encouraged everyone to remain vigilant, wear a mask, and choose activities carefully.

WORKFORCE UPDATE

Laura Minter, Executive Director of Team Services gave an overview of the current challenges in the workforce. The competition for team members is great as organizations are all looking to hire. Laura provided an overview of the employment statistics for the state of Pennsylvania.

Menno Haven has engaged the services of LR Webber to conduct a comprehensive compensation review. The results of this review will be available in the fall of this year. This study will provide the necessary data to ensure that wages at Menno Haven are competitive.

Menno Haven has formed a Recruitment & Retention Taskforce to focus on short term and long term initiatives that will address the workforce issues within the organization. Some of the initiatives include:

- Communication from management acknowledging the challenges
- Employee engagement survey
- Senior Leadership rounding within the organization
- Menno Mentor Program

The Mentor Program at Menno Haven focuses on pairing new team members with a mentor with a goal of helping them integrate into the team with success. There are currently eight mentors in the program with plans to expand the program.

FINANCE UPDATE

David Gentry, CFO, provided a report on the financial performance of the organization in the first half on 2021. The organization is slightly behind the revenue target for the year, reflected by the poor performance in January due to the pandemic impacts. Operation expenses are favorable to budget for the first six months of the year, this includes \$1million in COVID expenses against a budget of \$500,000. Contributions have been favorable and realized gains have been a source of positive revenue. Unrealized gains have been favorable. The change in net assets is better than budgeted, however it is a decrease of \$569K. The balance sheet and debt service ratios were reviewed, the organization remains in strong financial position.

David reminded residents that the budget process is beginning for 2022. The current workforce challenges, revenue and expense pressures will impact the budget process and resident rate changes for the next year.

BOARD UPDATE

Paula Warner, resident board member, reported on board structure and the recent activities of the Board of Directors. There are twelve members on the Board of Directors. Board members serve a four year term and can be reappointed for a second term. They must take a year off from board service after their second term before being considered for additional service. The resident representative serves a

one year term and may serve four consecutive terms. The board provides governance and oversight to the organization. Management is responsible for the day to day operations of the organization. The Board has been working to provide oversight for the Phase 2 Cottage development and has begun working on the next strategic plan for Menno Haven.

Paula shared her mission of providing representation for all residents of Menno Haven on the Board of Directors. She attends all resident council meetings at the request of each council president. This helps to provide insight into the issues that are on the minds of residents. She encouraged residents to contact her if they have concerns.

AUXILIARY UPDATE

Suzette Davis, Chair, expressed her gratitude to all of the volunteers who give so generously of their time and resources to support the auxiliary. She highlighted upcoming events and fund raising opportunities.

The Treasure Chest is responsible for the greatest portion of the income for the auxiliary and these funds are used to sponsor projects that enrich the lives of the residents. The Treasure Chest remains closed for renovations with the re-opening anticipated late in 2021. The Development department is working with the Auxiliary to raise funds for interior accommodations for the Treasure Chest.

COMMUNITY UPDATES

Tiffany Rife, Community Life Officer, introduced Alyson Kemp. Alyson Kemp served Menno Haven as the Accounts Payable Coordinator and has recently moved into the role of Development Coordinator, assisting Chuck Nelson. Alyson replaces Devin Goodhart who left the organization to pursue his education.

Updates were provided on recent concerns raised at Coffee & Conversations, they included:

- Dog Park on Brookview community is complete. Residents must complete an application to use the park
- Cupola from the old nursing center is being moved to the Business Office
- Courtyard for ElderDay – funds are being raised to provide a secure space for the clients of ElderDay
- Mail delivery has been sporadic and inconsistent. These disruptions are due to the labor shortages that everyone is experiencing.
- Traffic concerns at Horst Avenue – management has reached out to local authorities, public officials, and the department of transportation
- An updated resident list has been distributed
- Paving around Reflection Pond has been placed on the list for maintenance
- Residents have been informed not to feed the animals
- Guest room at the Renaissance will be available again

- Village square residents have been holding a worship service in their lobby. They also can attend the Chapel services if they desire
- The wellness center and library at Village Square are now available to all residents
- Roof on the Gazebo at Chambers Pointe will be replaced
- An ice cream parlor will be coming to the Bistro at Village Square
- There will be a fund raiser for Alzheimer's in October, however the 5K will not be held this year
- Scams are still a major concern and residents were advised to beware
- The property at the corner of Northfield Commons and Scotland Avenue is being considered for demolition
- The bump off of Scotland Avenue and Northfield Commons is slated to be addressed

QUESTIONS & COMMENTS

C: Thank you for the integrity and transparency of the leadership of Menno Haven.

Q: Do you believe the additional funds that people are receiving while on unemployment is impacting the work force and do you believe that it will help when these funds are no longer available? A: These programs were helpful to families during the pandemic. The hope is that more people will re-enter the work force when the extra funds are terminated.

Q: Is there anything that residents can do to help show their appreciation to the team members? A: A simple thank you to the team member goes a long way in showing your appreciation for them. Residents can also send an email to any of the Chief Officers naming the team member(s) that they wish to thank and this can be passed along through the INSPIRE program which awards points to team members who go above and beyond in service to residents.

C: Residents were reminded that they can contribute to the Employee Appreciation Fund.

Q: Which team member positions are the most challenging to fill? A: The certified nurse assistant position is the hardest to recruit and retain. The work that these individuals perform is very hard work. We are working to provide career ladders for these team members.

Q: There are some dead and dying trees on North Penn Hall Drive that need to be removed. A: Kerry Weaver will assess and follow up.

C: There is a need for proper signage at Windmill Lane and Horizon Lane to keep construction traffic out of that area. A: This has been requested. Tiffany will follow up.

Q: Please clarify the recommendation for wearing masks in public areas, what do you define as public spaces? A: Any common spaces indoors where you would interact with people other than your own household.

Q: Is there a van available for pick up for Treasure Chest items? A: Not at this time. The auxiliary projects that are being given priority are those that impact the residents directly.

Q: When will we see architectural drawings for the new cottages? A: These will be available in future Coffee & Conversations or Town Meetings.

Q: Will the cornerstones be saved from the old nursing center? A: Yes

Q: The Life Center and Village Square buildings have water available but Northgate does not have any available if you are out walking the community. Can this be changed? A: Tiffany will follow up.

Having no further questions or comments, the meeting adjourned.

Management remained after the meeting to answer individual questions and concerns.

Minutes recorded by Anna Mae Burkholder, Senior Executive Assistant