

THE HAZELWOOD RETIREMENT COMMUNITY

2017 Issue Three

October 2017

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Hazelwood 503-255-4757

Select #3 for emergency

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HAZELWOOD RESIDENT FORUM

Our 1st Quarterly Resident Forum was a resounding success. Over fifty of you came to the meeting. The format worked just great. Many of you submitted questions, concerns and compliments that became the backbone of the agenda. Please find it attached to this newsletter. The group did a fantastic job of following the meeting rules. Everyone respected each other and it was a very fruitful gathering.

Are we becoming Assisted Living?

This question was submitted a couple of times and the short answer is no. The long answer is that the owners and investors signed a contract with HUD and Oregon Housing to keep this property as Affordable Housing for many years. Along with that we have to follow an abundance of rules and laws about what we can and can't do. We cannot invade your privacy. So that being said we can't publish a phone list. Eleanor gathered names and phone numbers earlier this year and we printed the list for you. If you'd like to update the list see Tamia. She has the list on her computer and will update. Name tags are available in the office if you should want one. The angel beads are a voluntary program that you are welcome to administer. If you would like to do a craft project to make them let's ask our EngAge leaders. We cannot make the dining room assigned seating. We have more people living here than we have seating, so it is just not efficient. There was a question posed asking about Floor Focus Groups and the Neighborhood Association. As residents of Hazelwood you may form a resident's board and have meetings as frequently as you would like. I have asked EngAge if they could help you form a resident's board and they said they would check into it. The East Portland Neighborhood Association meets every 4th Wednesday. The next meeting is next Wednesday Oct. 25th from 6:30 until 8:30 at David Douglas School District Offices at 1500 SE 130th Ave. As a concerned neighbor of the Hazelwood district you are very welcome to attend this meeting.

Front Desk

The front desk is staffed Sunday thru Friday 8-5 and Saturday from 10 til 6:30pm Often the staff member has to be absent from the desk to



attend to other items such as taking out the garbage or unclogging a toilet. If you have a maintenance emergency call 503-255-4757 press 3 and leave a clear message and someone will contact you ASAP. We have tried many package delivery schemes and from comments and questions it seems none of them are working. We have asked UPS and FedEx to deliver to the door and the Post office leaves the packages at the front desk. If a package is delivered to the front desk or the office we will put a label on your mail box that states that you have a package at the front desk, locked in the closet. Please see the front desk personnel during working hours.

Dining Issues

There were questions about the quality and saltiness of the food that we serve in our dining room. We are on a 7 week cycle of menus. We order at the highest level of quality that we can. Humberto explained that he orders tenderloins and sirloins and the chef staff does all the trimming, removing as much fat as possible. We make over 80% of the food from fresh. We have 3 chefs and each has his own way of seasoning. If you have a complaint or compliment about a certain meal or food item, please complete a comment card that is on your table. Be very specific about the comment. The date, the meal, and food item so that we can trace it back to the chef that cooked it and aim to rectify the deficiency. If you need something to be corrected at your meal, speak up and ask for a correction immediately. If you want more than you are served and there is some leftover, after everyone has been served, the servers will be happy to bring you more. Just speak up! At the bottom of the attached agenda, please indicate if you would like to see the dinner meal served at lunch time and the soup, salad and sandwich served at the last meal, and return to the office.

In Closing

We are working with a landscaper to improve the landscaping in and around the parking structure. We are gathering info and trying to figure out how best to deal with a 20 year old landscape. We should see a big difference next year.

The water sensors that have been placed in your bathrooms, please do not remove them and please don't get a lot of water on them. When the system is implemented the sensors will turn the water off in a section of the building if there is a potential flood. As we get more information we will update you about this system.

Terri, Community Manager, vowed during the meeting, to listen more and talk less when you come to the office. That generated a round of applause at the end of the meeting.

Please plan on participating in the 2nd Quarterly Resident's Forum in January 2018.

We would like to announce that Summer's last day is this coming Friday, Oct. 27th. She is moving on to a bigger opportunity and we wish her well. We will greatly miss her.

