

Heritage Heights Resident Association  
June 11, 2025 2:00 PM  
TAD'S Place

**Welcome** – Bev McGuire, Chair, welcomed everyone.

**Invocation** – Kimberly Wootan, Chaplain, read “The Turtle” from Mary Oliver’s book Dream Work.

**Executive Council Introductions** – Bev McGuire, Chair; Elise Carter, Vice Chair; Rick Woollett, Ass’t Vice Chair; Marty Graves, Treasurer; Betsey Patten, Secretary. The Chair also introduced Karen Juall, Chair of Havenwood Resident Association.

**Secretary’s Report** – Carolann Wais moved to approve the minutes of April 9. Drinelle Michaud seconded. Minutes accepted.

**Treasurer’s Report** – Starting balance May 1<sup>st</sup> was \$3905.26. Total expenditures for month of May were \$445.86. Remaining balance May 31 was \$3459.40 Letters have been mailed to program leaders regarding the 2026 budget, to be returned to Marty Graves by July 1, 2025. The complete report is posted in the HH Executive Council display case located in the south corridor in Barrows.

**Introduction of New Residents:** Elise Carter introduced our new residents:

Dennis Pope and Frances Monaghan, Concord, Cottage 45A, Area 6

Becky Smith and Peggy Smith, Concord, Cottage 46B, Area 6

Mary DeGraw, Concord, Garden Suite 52A, Area 3

Jane Courtenay, Concord, Cottage 36A, Area 4

Fran Marchand, Northwood, Cottage 34B, Area 3

Elise also covers the Suggestion Box located in the south corridor in Barrows right behind the Reception Desk. All suggestions or complaints are anonymous and are shared with Administration.

**Standing Committee Reports**

Dining, Judy Waldert. The Committee is looking for ways to increase attendance at our Theme Dinners as well as normal week night dinners. One issue that has been discussed is that a resident may not want to dine alone. Regular attendees please invite new , unfamiliar people to your table and new residents feel free to join a table. The Committee is starting to formulate a survey on the Theme Meals regarding your thoughts about the meals.

Grounds – Wayne Martin speaking for Bob Butler noted that the gardens are doing well but there is one In Ground plot has not been cultivated yet. The plot may be given to another if not used soon.

Library – Charlotte Cross speaking for Janet Zeller mentioned that Library Orientation will take place on June 18 at 1:00 and information regarding Talking Books will take place June 18 at 2:00. Please utilize these programs.

Programs – Drinelle Michaud listed the upcoming events:

June 12 – Larry Spencer on the Great Barrier Reef

June 26 – Strawberry Festival

July 10/11 – Readers Theater

July 24 – Birthday Party

August 14 - Jeanie Holt trip to South Africa

August 28 – Ice Cream Social

Wellness – The Wellness Fair was very successful. There were many displays about the services available in the greater Concord area. Thank you for all the gift basket donations. The money is used to continue our mission to provide programs and activities that involve health and wellness among our residents. Field Day will be on August 29 and Spa Day will be on September 18.

### **Special 6-Month Reports**

Joint HHH Recycling Committee – Nanci Mitchell co-chair, reviewed the Dos and Don'ts for our campus recycling. The most important DON'T is that "green to go" containers from the Dining Room need to be returned to the kitchen, not recycled or thrown away. Our mission is to make it as easy as possible for our residents to reduce, reuse and recycle to lessen the amount of stuff that goes into the trash. If you have questions go to [recyclesmartma.org](http://recyclesmartma.org).

Out of Sight Committee – Carol Knieriem, chair. This program is for those who have low vision or are losing their eyesight. We have about 20 people who come to our meetings that are held on the second Tuesday of each month at 1:30 in Dining Extension. One example of the gadgets that are available is gloves that protect your fingers when using sharp knives so you don't cut your fingers.

Soft Plastics – Linda Ottery noted that this program started in April 2022 and so far we have collected almost 10,000 pounds of soft plastics. For every 500 pounds collected HHH, gets a Trex bench. We have 5 benches – 2 at Havenwood and 3 at Heritage Heights.

Portal – Judi Waldert keeps the Portal up to date and she is available to help anyone get into the Portal directly. Contact her at [judie2544@outlook.com](mailto:judie2544@outlook.com).

**Announcements:** We take the months of July and August off. The Annual Meeting is December 10, 2025 at 2 PM at TADS Place where we will be voting on the next two years of Officers. Interviews are being held now and if there is interest please contact any of the officers. The next Council meeting is September 17 and the next Resident Association meeting is October 8.

### **Jane Poitras, VP of Housing**

Phase II is coming to a close with paving driveways, walkways, and painting being completed. Cobb Hill comes to campus on Wednesdays to close the loops on construction.

The sail shades on the Barrows patio are being installed with the lawn furniture soon to follow.

The building washing has been completed and the window washing is scheduled next. A letter explaining the process will be going out.

Nicole Valente and Katherine Jameson are working together as the Housing team at Havenwood.

### **Mike Palmieri, CEO**

Mike introduced Nicole Valente of Housing Administration at Havenwood who transitioned into Housing. The organization is restructuring in order to get to "\$0.00" budget for 2026. Kat Jameson is also in Administration. Mike introduced Ian Marx and Ethan Hostler from the Information Technology Department. Ian has been here for about 6 months and Ethan about 12 days and they are learning all about the organization. Ian is currently working on the damage that occurred by the lighting strikes during the thunderstorm of May 17. A few years ago a reserve fund was created to supplement any repairs that need to be done at TAD'S. The campuses are susceptible to the lighting strikes. The projector here at TADS was affected along with servers and the phone system.

Mike has been having listening tours with the new residents in Phase II to get their inputs regarding any issues that could be addressed better in the future Phase III.

Earth Day 2025 had about 200 participants and HHH is looking ahead now to 2026 to duplicate the effort to get the campuses ready for the spring cleanup season. A Shout Out to Charles and his crew for how the grounds look. Remember to thank them whenever they are not on mowing machines. An

ongoing search for a head landscaper is being conducted. Mark Jenks is out digging holes now for the new trees that will be planted. The remaining Earth Day tree donations are being used for planting in Phase II.

HHH just completed the accreditation process with the accreditation committee and has received full accreditation. This covers about 1500 nursing home regulations. The next accreditation cycle will occur in 2028.

The 2026 budget cycle is in progress. The goal is to get to "\$0.00" deficit for our non-profit organization. This needs to be completed by the fall so that by October 1 the 60 day notice to the residents can be given.

Shredding Event will be by North East Retention Company and held on June 26 at 9-10 at Heritage Heights and 10:15-11:15 at Havenwood.

Windows 365 is being installed throughout the organization and the transition is a challenge.

The new medical record system – Point-Click Care is also in the process of being installed. Dr. Toll is adding his suggestions.

We will be going to Pay Palm program for time control for our employees which will give them access to their time clock information on their phones.

We are looking to create more cyber security with a system called "Galactic" which has 200 policies that give us information on how we can be a more secure organization.

Linda Ottery wanted to express how good the campuses look. Thank you Charles and his crew. Mary Churchman thanked the landscaping crew for the work they did on Area 6 meeting place.

Bev McGuire thanked Nanci Mitchell, Karen Juall, Ian Marx, Ethan Hostler, Nicole Valente and the interpreters for being present at our meeting.

Meeting adjourned at 3:02.

Respectfully Submitted  
Betsey Patten, Secretary