

Heritage Heights Resident Association Meeting (2/20/26)
February 11, 2026 2:00 PM TAD'S Place

WELCOME: Rick Woollett, Chair, welcomed everyone to the meeting and noted that the meeting is being recorded.

INVOCATION: Kim Wootan, Chaplain, read from Kate Bowler, "A Blessing For the Life You Have"

INTRODUCTIONS: Carolann Wais, Vice Chair; Gail DiMaggio, Assistant Vice Chair; Betsey Patten, Secretary; Marty Graves, Treasurer.

SECRETARY'S REPORT: Judi Waldert moved to approve the minutes of December 10, 2025. Sandi Weir seconded. Voted in the affirmative.

TREASURER'S REPORT: The starting balance for the 2026 calendar year is \$5450. Total expenditures received during the month of January \$795.10. The remaining balance is \$4654.90. Tink Taylor moved to accept the report. Malia Till seconded. Voted in the affirmative. The complete report is posted on the HH Executive Council display case located in the south corridor in Barrows.

INTRODUCTION OF NEW RESIDENTS: Gail DiMaggio introduced the following new residents:

Anne Bourbeau from Gorham, NH, moved into Unit 511 in November. Her sponsor is Marty Wagner.

William and Nancy Farnsworth from Littleton, MA, moved into 32C in January. Their sponsors are Bill and Judi Waldert.

STANDING COMMITTEE REPORTS: Dining: Judi Waldert reported that the number of lunches continues to rise. Please fill out the comment cards to let the dining staff have information on your likes and dislikes. The comment cards location has been moved to the area near the cash register. If you use a green bag to carry your food home, please bring it back to reuse again. Friday night, February 27 will be the Gourmet Dinner – Night at the Four Seasons. Programs: Rich Crouse announced the NH Scottish Music Club for February 12; Joe Callanan program on "A Loons Story" on February 26; Jeff Rapsis with his silent movie and piano on March 12; Resident Liz Dane with her "Growing Up In a Zoo" on March 26. Wellness Committee: Rich also reported that Celebrating Wellness in Winter with residents sharing the health and wellness stories is scheduled for February 19; Annual Wellness Fair will be held on May 21. Library: Janet Zeller noted that on February 18 at 1:00 Library Orientation will take place and at 2:00 Talking Books Information and Demonstration will also take place; HH Library will host Mary Anne Totten as Resident Author on Wednesday, February 25 at 2:00 at TAD'S Place; March 12 HH Library will host 2 librarians from Concord Public Library who will demonstrate how to use e-books from Concord Library and to get or renew CPL library cards. Grounds: Wayne Martin noted that nothing is happening in the gardens now and the first meeting will take place on Monday, March 9, 2026.

BI CAMPUS COMMITTEE REPORTS: Out of Sight: Carol Knieriem announced that on April 14 the program will be on how to use iPad and iPhone for those who have difficulty seeing. The meetings take place on the 2nd Tuesday of each month at 1:30 in the Dining Extension. Recycling: Nan Nutt told us about how Joe Whitten and his dad founded Apparel Impact (AI) to collect and distribute used clothing and textiles. Please join them on Wednesday February 18 at 2:00 to learn more about his company's process and plans. For more information about the recycling program see the bulletin board in the south wing of Barrows.

SPECIAL ISSUES/PRESENTATIONS: Rick noted that he would like the length of Residents meeting time for the Association to be about an hour. Realignment of Areas 5 and 6: Units 45 and 46, presently in Area 6, will be reassigned to Area 5 to even out the number of units so that there are enough residents to fill the voluntary jobs and duties of each area. The new alignment will take effect in March at the Area meetings.

ADMINISTRATION: Jane Poitras, VP Housing: Snow removal this year has been a challenge. Shout out to Isaiah and his crew for keeping the walkways cleared and keeping all the residents safe. There have

been some railings from the first floor to the basement and railings in the bulk heads in the North End that have become broken in some of the units. Cobb Hill has been notified and this is the notice that Cobb Hill needs to get access to fix the problem. A schedule will be sent out to the residents for the times that access will need to be given. Rehabilitation schedule and usage is growing and it is a service for the residents to use so that their rehab can be done on campus and not have to travel outside of our campus. Amy gives a schedule at Jane's Chats, in News and Previews and at the Fitness Center. Monday and Wednesday from 2-4 at the Fitness Center is booked for rehab and the residents' fobs will not work during those hours. As the program grows the hours will be extended to Friday also. Marketing is doing well. Currently there are 12 vacancies on both campuses with 3 of them already reserved. There is very little inventory in all our levels of care. One new feature HHH will be using is Virtual Programs on ZOOM which will allow new prospects to view our program and facilities in their own living rooms. Two virtual programs will be set up for 2026 and anyone who is willing to help the IT department to produce the programs can sign up on the clipboard that Jane sent around during the meeting. Mary Churchman gave kudos to Jane about the advertising that HHH has on Facebook.

Mike Palmieri, CEO: Mike introduced Ron Palsgrove, the new lead landscaper for HHH, who gave us his background and small biography about his life. Ron is from Ohio and is a golfer and tennis player which will be a great asset to HHH. He had visited NH viewing covered bridges with his dad and felt he would like to come to NH. Ron gave some background of his life and told us that he met his wife who is from Meredith, NH at the Ohio university. He saw the ad for a lead landscaper here at HHH and he went to an interview with Mark and Rick and then Mark brought in four of the maintenance staff. Ron felt that was very important to meet with the staff that he would be working with if he took the job with HHH. So here he is in front of our Resident Association meeting today. Mike continued his report to us about the happenings at HHH. The first was that HHH will be the hosting of the NH Senior Games and Bocce Ball tournament here on September 16, 2026. Another issue is at the HSC with the fire suppression system that needs updating. The updating will start March 15 and will cost HHH \$1.5 million dollars. As the system is updated some residents will be moved around to free up space to work on the fire suppression system. Once each section is finished the residents will be returned to their room by the night time. Mike also spoke about was the third hearing loop that will be installed in the Havenwood Auditorium and will begin about the middle of March. Questions: Fran Taylor asked about CPR and AED training for the staff. The AEDs (Automated External Defibrillator) were installed after a young basketball player died on the court due to a heart incident. HHH worked with Concord Hospital and has nine AEDs on campus now. The best thing that a resident can do is to wear a bracelet identifying a DNR (Do not Resuscitate) and also wear the pendant provided for quick and efficient response to any emergency. Calling 911 is the first thing anyone should do when an emergency arises.

Closing Comments: The next Resident Association meeting will be on April 8 at 2:00 at TAD'S.

Adjournment: Carolann Wais moved to adjourn at 3:00 and Mandy Vogt seconded. Motion Carried.

Respectfully Submitted
Betsey Patten, Secretary