



Penobscot Shores
Life with a view

Newsletter

September 2023

Upcoming Calendar of Events

- Mondays & Fridays @ 1:30 PM – Dominos
- Tuesdays 12 PM – 2 PM – Population Health
- Tuesdays @ 2 PM – Bocce Ball on the Courtyard
- Wednesday @ 2 PM – Hearts, beginners welcomed
- Fridays @ 9 AM - Coffee Talk (Solving the World's Problems)
- Fridays @ 1 PM – Knitting Group
- September 18 @ 11 AM – Activities Committee Meeting
- September 20 @ 5:30 PM – Make Your Own Pizza Trivia Night
- September 26 @ 2 PM – PS Book Club
- September 28 @ 3 PM – Ice Cream Social
- October 2 @ 11 AM – Resident Meeting
- October 5 @ 1 PM – Flu Shot Clinic



A good time was had by all at the 27th Anniversary Penobscot Shores Street Party



Penobscot Shores Resident Meeting Minutes

Date: Monday, September 11, 2023
Time: 11:00 AM
Location: Piano Area – In Person & Zoom

Call to order by Larry Theye

There was a Moment of Silence for those who died on September 11, 2001, subsequent wars, and illness that afflicted the 911 rescuers after.

Approval of Past Minutes:

- There was a motion, second and unanimous approval of the August 7, 2023 Meeting Minutes
- Special Announcement – Larry announced that Steve Bowler is officially our new Executive Director. Steve thanked the residents for their support.

Directors Report: Steve Bowler

- Jessica Mason is our Population Health representative seeing residents on Tuesdays from Noon to 2 PM. Residents were encourage to use those service for blood pressure, pulse and for resource referrals.
- October Billing – new rates go into effect October 1st; the 5 meals will be separated from the monthly fee and second person fee of \$125 is to cover the 5 meals for the second person.
- Maintenance Update - Meadow Drainage – work will begin in September. The contractor will also be looking at the drainage on the other side of the road for possible improvement.
- Dining Update
 - Adrian Hersom is our new cook working with Emerson; he is still trying to find another cook.
 - Dining Numbers are up and the Satisfaction Level is High. We have received numerous compliments about the food and wait staff.
 - Meal delivery is still available. You can also pick up meals by calling the kitchen.
 - Dining Times – you can now be seated between 5:30 – 6:30 PM and stay as long as you want.
- Steve reviewed the Ancillary Price Sheet that was handed out. (Posted at the end of this newsletter)
- The Resident Meeting on October 2 will include a visit from Denise Needham, the newly appointed President for Coastal Healthcare Alliance (CHA). Steve encouraged residents to attend the meeting to share your support, appreciation and concerns for CHA.
- Jeff Gross has announced his retirement the end of September.

Sales & Marketing Report: Steve Bowler

- **Sales Report**
 - Apartment #301 has a Purchase & Sales Agreement with David & Judy Beebe
 - Apartment #102 is expected to come onto the market
 - Cottage #59 is expected to be on the market mid-October.
 - Cottage #13 is expected to come onto the market.
- **Activities**
 - Steve thanked to those volunteers who decorated for the Pig Roast; those who contributed to the lobby photo display, support for David Hurley's Sturgeon wall artwork; and the support for Brenda Smith's Book launch.
 - September 20 @ 5:30 PM – Make Your Own Pizza Trivia with Random Seating & Ron Jarvella.
 - October – 'Feel Good Movies' with Ellen will start up again with popcorn & cookies.
 - October 5 @ 1 PM – Flu Shot Clinic – please call the office to schedule your vaccination time.

September 2023

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Committee Reports:

- Activities Committee – Tim Weitowitz, Monday, September 18 @ 11 AM
- Budget Committee – Monday, January 22 @ 11 AM
- Dining Committee - Kay Hunt, Monday, October 23 @ 11 AM
- Building and Grounds - Don Cox, Monday, October 16 @ 11 AM
- Wellness Committee - Mary Kate Cole & Brenda Smith, Monday, December 18 @ 11 AM
- Board of Directors – Thursday, November 30 @ Noon

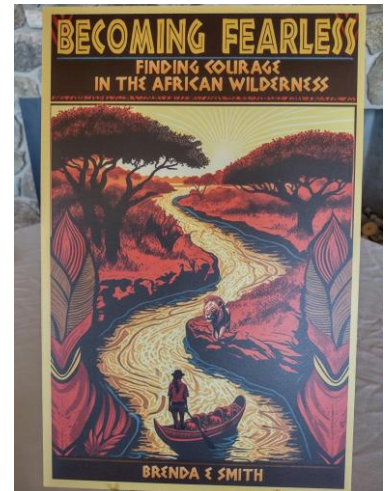
Old/New Business:

- Questions/Comments
- Next Resident Meeting –Monday, October 2, 2023 @ 11:00 AM

Adjourned 11:34AM



Around the Community



DRAFT - Penobscot Shores Board Meeting Minutes - DRAFT **Thursday, August 24, 2023, Noon Live & Zoom**

Board Attendees: Connie Waitowitz, Larry Theye, Syrena Gatewood. **Guests:** In person: Loriman Looke, Steve Bowler, Travis Longtin, Tim Waitowitz, Debbie Smith and by Zoom: Brenda Smith, Pam & Roy Moore. Excused absence was Board Member Heather Shanklin.

Larry Theye called the meeting to order.

1. **Approval of the PSA Board Meeting Minutes of May 4, 2023.** There was a motion by Syrena, second by Connie and unanimous approval of the minutes.
2. **Shareholder Comment Period:** Brenda Smith spoke to what she felt was a bias and inequity on how the dining cost is expensed out by shareholders and not by the number of residents. Tim Waitowitz shared that he felt there was an uplift in the community since the last Budget Meeting and wanted to thank the dining staff for providing refreshments at events.
3. **Penobscot Shores Executive Director Status** – Loriman Looke, Senior Administrator of Senior Services for Coastal Healthcare Alliance (CHA) – Steve Bowler agreed to take over the role of executive director after Mary Sargent resigned. He has had a number of challenges the past couple months and has done a fantastic job. Loriman has contacted the Board Members and they feel confident that Steve is the right choice for the director's position. Loriman is working with Human Resources and waiting for them to finalize the process. The intent is that Steve will be the Executive Director.
4. **Resignation & Replacement of Board Member Mary Sargent** – Loriman – with Mary Sargent's resignation from the Board, Loriman put forth Steve Bowler as a management company representative to replace her as a Board Member. Motion by Connie, second by Syrena, and there was unanimous approval to have Steve Bowler as a Board Member.
5. **Financial Report** – Heather Shanklin
--FY 2023 Financials through 3rd Qtr – in Heather's absence, Travis Longtin provided the report with handouts. Meal revenue had declined, however we are in hopes that with Unidine and the new chef that those numbers will begin to improve. Overall income is up \$15,784 over budget. Under expenses, we have some transfers happening as you see that Food is under budget because Unidine has taken over that responsibility and salaries will be going down because the kitchen staff is has transitioned to Unidine as well. Purchase Services are over budget because the Unidine contract for dining service is now under that line item. Unidine cost have come in over budget the past few months and Steve has been in discussion with them to rein it back. Oil is under budget as the contracted price is less this year and other cost with come more in line to budget as time goes on. Replacement Reserve is up as sales are up, year to date, and because a "sweep account" was opened which has brought interest income of \$7,484 thus far. Bottom line is negative \$44,265 over budget due to the Unidine contract, but is still in a healthy range when removing depreciation. The Balance Sheet cash is lower due to timing and paying down liabilities. The Replacement Reserve has increased to \$654,892. Payables have decreased as we pay them down. Total Assets stand at \$3,711,825, with an increase mostly due to erosion project that was brought in as an asset. There was a motion by Steve, second by Syrena and unanimous approval to accept the budget as presented.

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6. **Unidine Update** – Steve Bowler – with the help of Unidine, we have made some positive changes this summer to our dining service. Chef Emerson DellaMattera who has been with us for six years is now our Dining Services Director. He has brought on a wonderful Sunday Brunch, introduced the Saturday evening dinner and has greatly improved the overall menu offerings. Feedback from the residents has been extremely positive.
7. **Approval of the Proposed FY2024 Budget** – Travis Longtin & Steve Bowler – Steve thanked Travis for his quick response to resident requests at the August 14th Budget Committee meeting asking for five different scenarios of the operating budget. Residents had plenty of time to review those scenarios before this past Monday's follow up Budget Meeting on August 21st. There was an overwhelming consensus by residents to accept the budget scenario with a 5 meal requirement. Travis reviewed the proposed FY2024 Budget with the Board and Steve highlighted other recommendations from the Budget Committee including:

- A. 5 meals per person requirement.
- B. \$50/month second person fee for new residents.
- C. Increase housekeeping & maintenance fee from \$35 to \$40/hr.
- D. Increase long distance transportation from \$35 to \$40/hr.
- E. To end pickup of Hannaford groceries except for extenuating circumstances (i.e. short-term illness); they now have a delivery service.
- F. Charge \$100 for after hour calls unrelated to core services; i.e. alarm clock buzzer or television remote not working.
- G. One-time pet fee of \$250 for new contracts for up to 2 pets.

Larry noted that the monthly increase is a bit of a shock, he understands the rationale and knows that this is necessary; he is concerned that we may lose some residents. Steve reviewed some of the projects noted in the Replacement Reserve and said that he will be right-sizing some of the projects with more current realistic costs. There was a motion by Syrena and second by Connie to accept the FY2024 Operating Budget and recommendations as presented. There was unanimous approval.

8. **Interim Executive Director Report** – Steve Bowler
--Update on major projects – Steve thanked the staff and Donna in particular and the many residents who have assisted and supported the changes. We have a good unity in the community right now. Larry asked Steve to make a plug for the honey that residents spun out last week and thanked him for getting this project started a few years ago.
9. **Marketing Report** – Steve Bowler
- We have 100% occupancy at this time with a strong waiting list.
 - Apartment #301 is now on the market. She wanted us to know that she loved it here and the decision to move was personal and had nothing to do with the budget or meal change requirement.
 - Unfortunately, we lost long-time resident Josiah Huntoon last week and we will have cottage #13 coming on the market. It will need major renovations.
 - We found out this week that an apartment will be available October 1st. Our 27th Anniversary Celebration is this evening with music by Annie & the Rainmakers; food by Mainely BBQ Pig & Chicken Roast and refreshments and dessert by our very own Penobscot Shores Dining Service; and decoration by Connie Woitowitz and her posse.

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Larry praised Steve for all he has done that past few months, stepping in at a controversial time with a huge increase to the dining contract and personnel changes. Steve credited the team at Penobscot Shores for working well together through those tough changes.

Adjournment 12:51 PM

Penobscot Shores Dining Committee Meeting Minutes – August 28, 2023

Staff Present: Steve Bowler, Emerson DellaMattera

Residents Present: Kay Hunt, Nancy Perkins, Steve Underwood, Connie Weitowitz, Tim Weitowitz, Barney Lutsch, Jane Erskine, Betty Johnson, Karna Olsson, Louine Robbins, Larry Theye, Betty Becker Theye, Diane Plourde, Betty Johannessen, Charlotte Urbano, Joyce Goodfield, Marcy Simpson, Rick Bowles, Joy Bowles, Debbie Smith, Reggie Dyche, Kevin Finnigan, Kate Hanson, Court Dwyer, and Sue Dwyer. On Zoom: Pam Moore

Chair Kay Hunt called the meeting to order at 11:02 and welcomed all. She explained that this Committee's purpose is to serve as a communication channel between PS residents and Unidine regarding the food service operation. She mentioned that while many resident polls have been compiled in the past, none were quantitative, which limits their usefulness. Now, many longer-term residents are saying "please no more polls." Kay also stated that this is not the place to deal with financial issues related to the dining service; those concerns belong at Budget Committee meetings. *(However, please understand the new meal requirement does not mandate eating in the dining room; take-out meals "count")*. She asked each of us present to try to dine "in" at least once a week. Our dining room is an important add-on to Penobscot Shores, and of our 77 residents, 21 have arrived in the past year. We should encourage them to visit the dining room and reach out and invite them to come to meals.

Kay introduced our new Dining Room Manager, Emerson Della Mattera (this was Emerson first time before a large audience and Steve told Emerson to imagine that the audience was naked). Emerson described his 15 years in the food business and his background cooking in southern Maine, Delvino's for 4 years, and here at Penobscot Shores for the past 6 years. He stressed that he was open to all new ideas and that his philosophy of cooking is that the freshest ingredients are always best. Regarding dining room attendance, he believes we are still seeing the after-effects of Covid, but wants to encourage resident to come into the dining room for the added benefit of socialization. He said that Penobscot Shores will continue to have free meal delivery and added that many communities charge a fee for their delivery.

He hopes to see many new faces in the dining room. He will consider additions to the "always available" menu. Beginning next week, the dining time will be extended – diners can arrive anytime between 5:30 and 6:30 pm and get served. As to adding calorie counts to menu items, he responded that it might be done for Unidine recipes, but this would be very difficult for his own entrees. He happily mentioned he has a new sous-chef named Adrian who does much of the baking and also complements his cooking with her knowledge of Asian and Mexican cuisine. He will consider adding more gluten free dishes, as well as lower-carb meal options. The dining room takes table reservations for guests and tries to satisfy late or changed orders; just please give them as much notice as possible.

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Items from the “always available” menu can usually be ordered “same day”. All soups are now gluten free. He asked for a few more weeks to compile statistical information on the number of meals now being eaten in the dining room vs. being delivered.

Steve introduced Jared from Unidine at Schooner Cove who just joined the meeting. A long-time Unidine employee, he will be helping Emerson transition into his new position here and as a Unidine Chef.

At this point the meeting was opened to questions from the audience.

Court Dwyer expressed his positive outlook at the direction things have been going. He applauded the plan to extend dining hours.

Barney Lutsk complimented Emerson and inquired if 2-person seating might be available in the dining room.

Emerson answered yes, there are smaller tables available, but residents should ask ahead.

Jane Erskine asked that since Penobscot Shores has a liquor license now, does that prohibit residents from bringing their own wine to meals? Steve answered yes, sorry, it does.

Diane Plourde asked Emerson what his preferred method of communication is from residents? His answer was email – he checks it often during the day and it is less disruptive.

Sue Dwyer mentioned that in the past she often wrote special instructions on her menu selection form, but they seemed to get lost. Emerson stressed that special orders can be handled with no problem, since food is plated to order. And he apologized that during the past few months, things had been a bit hectic, but the kitchen staff is now “hitting its stride”.

Karna Olsson reiterated kudos for yesterday’s Sunday brunch and asked about the possibility of sun umbrellas for the outdoor tables. Steve felt this was a good idea and will investigate it.

Joy Bowles also praised the brunch and then mentioned that to save time at the evening meal, perhaps residents could select their beverages when ordering ahead. She also reminded us that Covid numbers are increasing again, and we must be on guard and consider precautions.

Emerson, when asked about the brunch schedule, answered that he was planning to offer brunch every other weekend, and he has lots of ideas about food and event options.

Steve said they have talked about combining Trivia Game night with Make-Your-Own Pizza night.

Debbie Smith complimented Emerson on offering two vegetarian entrees this week; several others agreed this was a welcomed option. More vegetables and fruits on the menu would be greatly appreciated.

On Zoom, Pam Moore agreed that it was desirable to include more vegetarian options and more vegetables in the meals.

Kay inquired if Emerson preferred if residents wanting meals delivered pick them up at the Ocean House, as was done pre-Covid, as opposed to staff delivering them (unless residents are ill or have mobility problems). Emerson said that pickup would be preferable since it would relieve staff during a busy time. This may be considered in the future.

Kay suggested waiting two months until the next meeting and called for adjournment (*subsequently, the next meeting is now set for Monday, October 23*).

Barney Lutsk moved the meeting be adjourned; seconded by Tim Woitowitz. The meeting was adjourned at 11:40 am.

Respectfully submitted,
Nancy Perkins, Secretary
Dining Committee



Penobscot Shores

Life with a view

Ancillary Price Sheet As of October 1, 2023

Covered Parking	\$55/month	
Dining	1 – 10 Meals	\$25 each
	11 – 31	\$23 each
	Delivery	Free
Hair Salon:	See/call Patty Sprague for pricing 446-2274	
Housekeeping:	Hourly Rate (minimum ½ hr)	\$40
Maintenance:	Hourly Rate (minimum ½ hr)	\$40
Massage:	See/call Jacquie Lacoste for pricing 735-7177	
Medical Alert:	Free – call the Office to arrange	
Pet Fee:	One-time fee of \$250 for up to 2 pets	
Photo Copier		
	Black & White	First 2 are free; .25 each after
	Color Prints	.75 cents for 8½ x 11
		\$1.50 for 11 x 17
Transportation		
	(Monday – Friday from 7 AM – 4 PM)	
	Free	Under 30 miles
	\$40/hour	Over 30 miles