



Residents News-Mail

A History Lesson, and Commitment to CCRC Practices Reports

December 10, 2021

Hello WACCRA Members!

In the midst of the holiday season, best wishes to all WACCRA members for joyous holidays and a wonderful new year. It's been another tough year with Covid spreading and morphing. And now, we have the omicron variant making itself known. Please take good care of yourselves and use best practices with your family and friends as you celebrate.

We love to hear from our members, and I heard from two members recently who pointed out an error in a recent News-Mail. They read the News-Mail about the Annual Meeting that contained some information about our featured speaker, Professor Katherine Pearson. I had erroneously written that Professor Pearson spoke to Washington CCRC residents in 2014 at **Emerald Heights**. Actually, she was asked by individual residents of **Mirabella** to give her talk in their **Emerald Room** that year. The Mirabella planners also invited each CCRC in the area to send 10 or 12 representatives to hear Professor Pearson's presentation. Later, in the Fall of 2014, interested residents at Emerald Heights hosted a follow-up meeting at which the creation of WACCRA was discussed. Thank you to our News-Mail readers for helping us keep an accurate accounting of WACCRA's history.

On another front, the WACCRA Board is always interested in hearing about how the Commitment to CCRC Practices agreement is being implemented at CCRCs in the State. Here are some brief reports from a few of our CCRCs:

Mirabella

The Mirabella Seattle Resident Council reviewed the main points of the Commitment to CCRC Practices which our Executive Director had signed. Some discussion occurred to clarify the document. Shortly afterwards it was again presented to the Resident Association, which includes all residents, followed by questions and clarification. We also included it in presentations about WACCRA for new and interested residents. Finally, it was posted on Mirabella's internal website (Miranet) under the Administration Documents section as well as part of the Council/Association meeting minutes. No further action was deemed to be needed at this point.

Emerald Heights

WACCRA representatives spoke formally and informally with members of our Residents' Council. After some discussion, the Council unanimously approved the Practices document. Shortly after, however, Management revealed a rather substantial financial agreement which many residents believe violated the transparency intent of the document. Barry Witham filed a complaint based on the timeline in the document. After several months and some apparent meetings between our Director and the President of the Council, Barry was informed that his complaint had been dismissed because the Council and our management determined that Section C of the Practices was too proscriptive, leaving no room for real negotiation or appeals to Section C.

At Emerald Heights, it appears as though a top-down decision-making process with little input for residents will continue. WACCRA members continue to consider how to implement transparency and resident participation in major financial decisions including investment policy decisions made by the community. As spelled out in the Commitment to CCRC Practices, these are the examples of when residents will be informed of pending decisions in advance and offered an opportunity to provide comments and recommendations.

Timber Ridge

The Resident Council Board of Officers reviewed the Commitment to CCRC Practices document in September, 2020. Their report was shared with the Resident Council. Members of the Finance Committee reviewed the language in Part A "Disclosure of Actuarial Information" in detail and determined that TR currently exceeds the best practices set forth in the document. The Commitment to CCRC Practices document can be found in hard-copy on each floor in the Resident Council 3-ring binder as well as in electronic form on our in-house website (Touchtown).

WACCRA leadership at TR met in late November with the Resident Council Board of Officers to define/clarify the processes to be followed under Part C "Resident Involvement in the Decision-Making Process". TR WACCRA

members met together in early December to learn about the Practices agreement, arranged and presented by Judy Love and Monica Clement. Following the presentation, resident members asked questions that brought to light the fact that we at TR still have some work to do on developing protocols to be followed, especially regarding pending decisions, in accordance with Part C of the Practices agreement.

Going forward, the plan is to educate all residents about the Commitment to CCRC Practices agreement by making this presentation at monthly floor meetings starting in early 2022.

We welcome reports/updates from other CCRCs about your implementation of the Commitment to CCRC Practices. We hope these initial reports give a sense that each CCRC is unique in its approach to making sure that the agreement is honored by the Resident Council and by Management, and that our commitment as residents is vital and ongoing.

A reminder: part of the agreement in the Commitment to CCRC Practices (Part D: Resident Access to This Agreement) is that a copy of the document (preferably the one signed by your Executive Director) be readily available to all residents within their CCRC. Please take a few moments to confirm that you do have access to this document. You can also access the Commitment to CCRC Practices document on our website, waccra.org.

Again, as the year-end holidays fast approach, we wish you happy times, and thank you for your continued support of WACCRA. HAPPY HOLIDAYS!

Monica Clement
WACCRA Communications Chair

©2021 WACCRA | 1420 NW Gilman Blvd., #2275, Issaquah, WA 98027 | 701-801-3233
info@waccra.org

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