



**OPERATIONS COMMITTEE
MEETING NOTICE & AGENDA**

The Operations Committee Meeting for One Kalakaua Senior Living will be held on:

DATE: Friday, May 10, 2024
TIME: 2:30 p.m.
PLACE: Game Room
VENUE: Owners may attend in person

AGENDA

1. Approval of Minutes of Operations Committee Meeting on May 6, 2024
2. Committee Charter Finalization

NEXT MEETING

DATE: June 3, 2024, 2:30PM LOCATION: TBD

THIS NOTICE SHALL BE POSTED SEVENTY-TWO HOURS PRIOR TO THE MEETING. ALL OWNERS OF RECORD MAY ATTEND THIS MEETING.



**MINUTES OF THE OPERATIONS COMMITTEE MEETING
ONE KALAKAUA SENIOR LIVING
MONDAY, MAY 6, 2024
ONSITE, CRAFTS ROOM**

CALL TO ORDER

Chair Jim Williams called the meeting of the Operations Committee to order at 2:30 p.m.

ATTENDANCE

Members Present: Chair Jim Williams (1110)
BOD Member Carol Shimokawa (808)
Owner Member Jane Uyehara (402)
Owner Member Roy Yamauchi (704)
Management Liaison Leina Ijacic, Executive Director/Administrator
Admin Support Lute Manumanu, Human Resources Assistant

NEW BUSINESS

1. **Approval of Minutes** – On motion of Chair Williams, the Operations Committee approved the minutes of the April 22, 2024, Operations Committee Meeting with revision.
2. **Committee Charter Decision Making**– Chair Jim and Operations Committed worked and made decisions on Operations Committee Charter. Charter to be finalized by Committee at next Operations Committee Meeting on May 10, 2024.

DATE, TIME AND PLACE OF NEXT MEETING

June 3, 2024, 2:30 p.m. – Location: TBD

ADJOURNMENT

The meeting adjourned at 4:45 p.m.

Lute Manumanu
Recording Secretary, Human Resources Assistant

One Kalakaua Senior Living Operations Committee

Operations Committee Charter

Purpose:

The purpose of the Operations Committee is to elevate our One Kalakaua Community providing excellent experience for residents and owners. We aim to ensure smooth operations and administration of One Kalakaua. The committee aims to serve as a forum for in-depth discussion and analysis to advise the Board of Directors (BOD) and the Executive Director/Administrator.

Mission:

The mission of the committee is to steer One Kalakaua Senior Living toward recognition as the leading senior and assisted living community supporting the continuum of care and ensuring peace of mind for residents and their families. The focus of the committee is to vet ideas; identify short- and long-term operational opportunities; improve and streamline One Kalakaua policies, procedures and workflows; and provide appropriate recommendations to the Board of Directors and Administrator.

Responsibilities:

The responsibilities of the Operations Committee are as follows:

1. Provide oversight to:
 - a. the operational departments (HR, Information Systems, Facilities, Resident Care Services)
 - b. Safety Committee
2. Review department reports and operational data.
3. Provide input and recommendations for:
 - a. non-financial policies, procedures and workflows
 - b. personnel matters
 - c. building and grounds improvements
 - d. Executive Director evaluation process
 - e. other subjects re. general administration and operations

Goals & Measures for Success:

The committee has identified the following measures of success:

1. Board Functions
 - a. Committee submits recommended policy changes to the BOD by the August meeting
 - b. Board evaluation of the Committee is excellent rating
 - c. Committee has addressed all responsibilities by January 2025
 - d. BOD accepts and implements the ED evaluation process
 - e. ED evaluation process deemed efficient and meaningful by the BOD
2. Standards of Performance
 - a. Quality
 - i. Engage all stakeholders in determining desired outcomes for quality

- ii. Minimize number and severity of adverse events (incidents in safety log and open legal issues)
 - b. Compliance
 - i. DOH Food Survey - Green Placard
 - ii. DOH ALF Survey
 - iii. CLIA inspection
 - iv. Pharmacy inspection
- 3. Resident/Owner Satisfaction
 - a. Resident survey shows positive response to committee initiatives
 - b. General resident survey showing a happy community, satisfied with common area ambiance
- 4. Staff Satisfaction
 - a. Staff retention – HR (as documented in the HR report)
- 5. Market Performance
 - a. Property value increasing
 - b. Occupancy rate increasing
- 6. Implementation of Change
 - a. On time completion of renovation and operational projects
 - b. Building and general issues corrected in a timely manner (as documented in the Facilities Report)

While goals may be implied by the measures, the committee will identify (and report) specific goals for each of the measures before they are implemented.

Membership:

Membership is designated annually by the Board of Directors (BOD). Membership can change as needed with no minimum or maximum term requirements.

Role	Current Member as of 4/22/2024
Chair	Jim Williams
BOD Member	Carol Shimokawa
Owner Member	Jane Uyehara
Owner Member	Roy Yamauchi
Other Participants	
Liaison	Leina Ijacic
Admin Support	Lute Manumanu

Meeting Frequency & Time:

The committee has agreed to the following meeting schedule from June 2024 through January 2025:

June 3, 2024 (Monday), 2:30 pm
 July 15, 2024 (Monday), 2:30 pm
 July 22, 2024 (Monday), 2:30 pm
 August 26, 2024 (Monday), 2:30 pm
 September 23, 2024 (Monday), 2:30 pm
 October 21, 2024 (Monday), 2:30 pm

January 6, 2025 (Monday), 2:30 pm

Reporting Structure:

The Committee is an advisory committee and accountable to the One Kalakaua Board of Directors (BOD). The Committee Chairperson reports at Board of Director meetings. The Chairperson is selected by the BOD. Committee members are nominated by the Committee Chair then approved by the BOD. The Executive Director/Administrator (ED) and an administrative support staff will be non-voting participants in the deliberations of the Committee.

Financial, policy and procedural items are to be made as recommendations to the full BOD for approval. The ED may choose to move forward with non-board level recommendations within the ED's role and scope (as designated by the ED's Job Description) at the ED's discretion.

Member Roles:

Chairperson:

1. Chairs meetings (Designates Interim-Chair to facilitate meetings if absent, or maybe delegated by the majority in rare events when Chair is unable to designate)
2. Screens, prioritizes and sets agenda for meetings in partnership with the ED and input from members.
3. Others?

Liaison:

1. Assists to screen, prioritize and set agenda for meetings
2. Coordinates Committee, staff, resident and owner communications
3. Implements initiatives

Administrative Support:

1. Assists with meeting logistics (scheduling, room booking, agenda, meeting notice posting, handout preparation and distribution)
2. Posts meeting notice 72 hours prior to the meeting
3. Disseminates agenda and handouts
4. Takes minutes at the meetings
5. Routes the draft minutes to the Chair and Liaison for review, then full Committee within 3 weeks of the meeting or sooner if necessary
6. Disseminates minutes 72 hours before the next meeting
7. Supports Committee members with office administrative tasks.

All Members

1. Attends and fully participates in meetings.
2. If unable to attend, notify the Chair and Facilitator. If a meeting is missed, reviews meeting content either with a member who attended or by reading the minutes.
3. Attendance requirements?
4. Participates in trainings

5. Role in communication?
6. Role in implementation?

Agenda:

Agenda items will be forwarded to the Chair and Facilitator one week in advance of the meeting to allow time for review. Meeting Notice for all residents will be posted 72 hours in advance. Agenda and handouts will be provided to members 72 hours in advance. Additional handouts and/or presentation material maybe added up to the time of the meeting or at the meeting, as long as the agenda item has been included on the Meeting Notice.

Communication Plan:

Communication will be multi-faceted and will include dissemination of information via minutes, web site, huddles, flyers, communication to resident/employees/stakeholders. The current point of contact list for some of the key methods is below and may be updated from time to time:

Method	Points for Contact (as of 4/22/2024)
BOD	Committee Chair
Informal communication with owners, residents, BOD members, and general community	Committee Members
All Resident/Owner's/Staff Email Communication	Executive Director
Website	Executive Director
Resident Forums	Chair/Executive Director/designee
Meeting Notice/Agenda & Handouts/Minutes	Administrative Support

Ground Rules:

The members agree to support the committee by adhering to the following ground rules:

1. Speak with good purpose.
2. Assume positive intention.
3. Be prepared.
4. Be on time.
5. Maintain confidentiality when appropriate (executive sessions).

Decision-Making:

The committee will operate informatlly in addressing reports and agenda items. Formal actions (usually regarding recommendations to the BOD or Administrator) shall follow Robert's Rule of Order.

Every effort will be made to schedule meetings so that all members can attend. In the event of absences, quorum shall be two(2) members (including one Board member). Members must be present to vote.

Other Committee Guidelines or Procedures