

**OPERATIONS COMMITTEE
MEETING NOTICE & AGENDA**

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

DATE: Monday, July 22, 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 July 15, 2024
2. Resident Handbook and House Rules – Review, Discussion and Recommendations
3. Proposed name change of RCS to Health Services Department
4. CEO/Administrator Evaluation – Discussion and Recommendations
5. Restatement of OKSL Declaration and Bylaws – Discussion and Recommendations
6. Other Concerns of Committee Members

NEXT MEETING

DATE: August 26, 2024, 2:30PM LOCATION: Game Room

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, July 15, 2024
ONSITE, GAME ROOM**

CALL TO ORDER

Chair Jim Williams called the meeting of the Operations Committee to order at 2:30 p.m. and introduce our newest BOD Member Paul Schwind who is replacing BOD Member Carol Shimokawa.

ATTENDANCE

Members Present: Chair Jim Williams
BOD Member Paul Schwind
Owner Member Jane Uyehara
Owner Member Roy Yamauchi
Management Liaison Leina Ijacic, CEO/Administrator
Admin Support Lute Manumanu, Executive Assistant - HR

NEW BUSINESS

1. **Approval of Minutes** – There being no objections, Chair Williams announced that the minutes of the June 3, 2024, Operations Committee Meeting as circulated were approved.
2. **Owner/Resident Input Regarding Resident Handbook and House Rules** –
 - a. Resident Jan Lubin requested to define the difference between overnight guests and their responsibilities vs. family support and their responsibilities. Resident Lubin is requesting that OKSL needs to follow through on enforcing rules. Resident Lubin is asking what actions can guests and family support take in the dining room. She also pointed out that electricity for resident's guests and family support is being paid by all. Chair Williams explained Liaison Ijacic is the person to go to, to understand more about the Resident Handbook and House Rules. Liaison Ijacic also stated Linda Vares can also answer questions regarding guests, parking or resident relations.
 - b. Jan Lubin is requesting the BOD looks at submetering study for One Kalakaua. Chair Williams stated that this is not the Committee for this matter, but he is happy to speak with her outside of this meeting as a BOD member.
 - c. Resident Tokunaga asked if residents provide suggestions if and how will that be incorporated. Chair Williams stated everything will be taken into consideration but the Committee members will determine what is incorporated or not. Decision making on the Resident Handbook and House Rules will be done at the next meeting. Any written comments and suggestions should to be turned in by Thursday July 18 for the Committee to consider.

- d. Resident Tokunaga suggests that OKSL overnight guests should be shorten from 30 days to 2 weeks. Liaison Ijacic explained when making determinations, Federal, then State Laws, then HRS514B and Department of Health ALF regulations will take precedence before going to the bylaws and declaration, then to our house rules. For this request, currently our bylaws provide for 60 days in the calendar year, with 30 days consecutive stay for house guests. If we want to shorten from the by-laws, we must do it through a by-laws amendment vs. a house rule change.
- 3. Resident Handbook and House Rules-Review, Discussion and Recommendations –**
- Chair Williams requested Liaison Ijacic to review the suggestions that were made for the Resident Handbook and House Rules. Liaison Ijacic provided an overview of the Resident Handbook and House Rules by section. The Committee agreed to the following recommendations:
- a. Section 1 will have the major headers and subsections of each section in the handbook
 - b. All sections will be combined into a single document
 - c. All sections will have continuous paging.
 - d. Financial Management Policy and Resident Handbook and House Rules needs to be consistent.
 - e. Reference to the role of Hawaiiana Management as Property Manager or Managing Agent must be consistent with the By-Laws.
 - f. Definition section needs to have the actual definition of each word.
 - g. Committee Members recommend completely doing away with Family Support. Liaison Ijacic also provided that Finance Committee recommended to do away with Family Support. OKSL will provide a notice to the Family Supports that are currently staying here with proper notice.
 - h. Locker leases need to be clarified. Chair Williams stated Locker lease should last until the owner's sell the unit or if they pass away. Liaison Ijacic will have Linda Vares clarify the Locker lease policy.
 - i. Section 7 proposed amounts for charges was approved for recommendation.
 - j. Section 8, Brand Standards will be removed into a standalone separate document.
 - k. Chair Williams deferred the review of Sections 4, 5, and 6.
- 4. CEO/Administrator Evaluation-Discussion and Recommendations –**
- a. Chair Williams provided an overview of the Owner/Resident questionnaire for the CEO/Administrator Evaluation process. Liaison Ijacic requested the questionnaire to add Ownership Status. Committee approved for recommendation to the BOD as revised by consensus.
 - b. Liaison Ijacic stated she will get a draft of the Staff Questionnaire for the CEO/Administrator evaluation to the committee by Thursday.
 - c. Chair Williams went reviewed a schedule of the process for the CEO/Administrator evaluation. Chair Williams highlighted that the Operations Committee agreed the BOD should do a mid-term informal evaluation with the CEO/Administrator. Questionnaire will be distributed in the first week of

October. Evaluations should be done by the November 13, 2024 BOD meeting.

Schedule approved for recommendation the BOD as proposed by consensus.

5. **Restatement of OKSL Declaration and Bylaws** – Chair Williams deferred this item.

6. **Other Concerns of Committee Members** – None at this time.

DATE, TIME AND PLACE OF NEXT MEETING

July 22, 2024, 2:30 p.m. – Game Room

ADJOURNMENT

The meeting adjourned at 5:56 p.m.

Lute Manumanu

Recording Secretary, Executive Assistant – HR

One Kalakaua Employee Engagement Survey 2024

Aloha Team Member, The responses from this survey will help to identify areas where the organization is doing well, and where we can focus to drive improvements. By understanding the experiences and perceptions of our team, One Kalakaua can work towards creating a more supportive and inclusive workplace for all. Your honest feedback is greatly appreciated. Please submit your anonymous evaluation into the locked box in the staff rest station room in the Employee Lounge no later than October 14. Mahalo!

Question	Response (please circle your response)				
1 What is your job role?	Front Line/Direct Service			Lead/Supervisor/Manager/Coordinator/Admin	
2 What department do you work in?	Facility	Food & Beverage	RCS	Admin/Leisure	
ORGANIZATIONAL CULTURE	Strongly agree	Agree	Disagree	Strongly disagree	N/A
3 One Kalakaua promotes my physical and mental well-being.					
4 One Kalakaua promotes a fair work environment for all, free from retaliation.					
5 One Kalakaua respects and values individual's differences.					
6 One Kalakaua values my opinions.					
7 We have an open and trusting work environment.					
8 My coworkers take the initiative to help me and other employees when the need					
ORGANIZATIONAL STRATEGY & DIRECTION	Strongly agree	Agree	Disagree	Strongly disagree	N/A
9 I understand and believe in the overall strategy and direction of One Kalakaua.					
10 One Kalakaua is an organization of quality and safety.					
11 One Kalakaua cares about our residents.					
12 Most employees understand the overall goals of One Kalakaua and how we achieve them.					
ROLE SATISFACTION	Strongly agree	Agree	Disagree	Strongly disagree	N/A
13 I am satisfied with my current job role and responsibilities.					
14 I am inspired to meet my goals at work.					
15 I feel recognized, appreciated, and respected for my work.					
16 I get honest and timely feedback on my job performance.					
CAREER DEVELOPMENT	Strongly agree	Agree	Disagree	Strongly disagree	N/A
17 I am satisfied with my opportunities for professional growth.					
18 I am satisfied with the job-related training offered here at One Kalakaua.					
19 I am satisfied that I have the opportunities to apply my talents and expertise.					
WORKPLACE ENGAGEMENT	Strongly agree	Agree	Disagree	Strongly disagree	N/A
20 I am engaged in my work and actively contribute to my team.					
21 Employees are receptive and adapt to change.					
22 Team members take ownership and accept accountability for their work.					
23 Employees here are willing to put in extra effort when it is needed.					
EXECUTIVE LEADERSHIP	Strongly agree	Agree	Disagree	Strongly disagree	N/A
24 Leina has the skills and expertise to perform her job.					
25 Leina clearly explains strategies, goals and provides clear direction.					
26 Leina fosters a sense of One Team.					
27 Leina positively motivates the team to achieve goals.					
28 Leina has realistic performance expectations for me and other employees.					
29 Leina treats employees with respect.					
30 Leina makes changes that benefit the organization.					
31 Leina takes responsibility for her actions.					
32 Leina clearly listens and communicates.					
33 I feel comfortable speaking with Leina and asking for help.					
34 Leina makes changes based on my suggestions and feedback.					
35 Leina takes a personal interest in my success.					
36 Overall, how do you rate Leina's leadership?	Excellent	Good	Bad	Very Bad	Don't Know
Department Head	Strongly agree	Agree	Disagree	Strongly disagree	N/A
37 My Department Head is has the skills and expertise to perform her job.					
38 direction.					
39 My Department Head fosters a sense of One Team.					
40 My Department Head positively motivates the team to achieve goals.					
41 My Department Head has realistic performance expectations for me and other employees.					
42 My Department Head treats employees with respect.					

43	My Department Head makes changes that benefit the organization.					
44	My Department Head takes responsibility for her actions.					
45	My Department Head clearly listens and communicates.					
46	I feel comfortable speaking with My Department Head and asking for help.					
47	My Department Head makes changes based on my suggestions and feedback.					
48	My Department Head takes a personal interest in my success.					
49	Overall, how do you rate My Department Head's leadership?	Excellent	Good	Bad	Very Bad	Don't Know
	RELATIONSHIPS	Strongly agree	Agree	Disagree	Strongly disagree	N/A
50	My coworkers and I have a good working relationship.					
51	There is good teamwork within my department.					
52	I feel my coworkers behave professionally.					
53	Relationships and communication are good between the different departments.					
	RESOURCES	Strongly agree	Agree	Disagree	Strongly disagree	N/A
54	I have the proper resources and equipment (e.g. computer, tools) to do my job.					
55	I have the proper training to do my job.					
	I have the proper work environment (e.g. office space, facilities) to support my productivity and well-being.					
56	One Kalakaua manages resources and is thoughtful about spending.					
57	COMPENSATION AND BENEFITS	Strongly agree	Agree	Disagree	Strongly disagree	N/A
58	I had the opportunity to receive a pay increase/incentive this past year.					
59	I am compensated fairly for my role relative to my local market.					
60	I am satisfied with the healthcare-related benefits offered by my organization.					
61	I am satisfied with the amount of paid leave offered by my organization.					
62	I am satisfied with the retirement plan offered by my organization.					
63	I am satisfied with the workplace flexibility offered by my organization.					
	WORKPLACE SAFETY & INFECTION CONTROL (COVID 19)	Strongly agree	Agree	Disagree	Strongly disagree	N/A
64	One Kalakaua has consistently implemented health and safety rules that make me feel safe at work.					
65	One Kalakaua has been open and honest about COVID-19 and other health related communication and updates.					
66	One K does a good job implementing and lifting restrictions for COVID.					
67	One Kalakaua fully protects the privacy of residents and employees (HIPAA).					
	GENERAL	Strongly agree	Agree	Disagree	Strongly disagree	N/A
68	I would recommend this organization to a close friend or colleague as a place to work.					
69	Overall I rate this company as a(n) _____ place to work.	Excellent	Good	Bad	Very Bad	N/A
70	Please share any comments you have about the most positive aspect(s) of working here.					
71	Please share one to two changes that you think would improve One Kalakaua.					

July 20, 2024

To: Operations Committee

From: Jim Williams, Chairperson

Re: Recommendation re OKSL Declaration and Bylaws

The purpose of this memorandum is to request that the Operations Committee recommend to the Board of Directors that the Board authorize the CEO/Administrator and Board president to work with legal counsel to initiate and complete restatement of the OKSL Declaration and Bylaws.

This recommendation comes after Board president Schwind, CEO/Administrator Ijadic and I conferred with OKSL attorney John Morris. While the general approach to restatement is to dispose of any proposed amendments prior to restatement, we concluded that the current situation warrants proceeding with the restatement first and then proceeding to new amendments later.

Factors leading to this recommendation include the following:

- 1) In the twenty-nine years history of OKSL there has not been a restatement.
- 2) There have been two amendments to the Declaration and eleven amendments to the Bylaws.
- 3) Owners and prospective purchasers find it difficult to understand the Bylaws, given the large number of amendments that accompany the original version.
- 4) Restatement will include bringing the Bylaws in full compliance with the provisions of HRS 514B.
- 5) Restatement will provide a solid base for the Board and owners to consider any further amendments that may be deemed necessary.

The estimated cost of restatement is under \$10,000 so, if authorized, it can be initiated by the CEO/Administrator.

Committee support of this recommendation will be appreciated.