

ANNUAL MEETING
NILMA AGENDA
JUNE 12, 2014
2:00PM
GREAT MEADOW HALL

Call to order	Marilyn Stone
Approval of Minutes of May 8, 2014	
Announcement of Committee Chairs 2014/15	Marilyn Stone
Finance Committee	Jay Fialkow
Appreciation Committee	Cynthia Shulman
Medical Committee	Jerry Berenholtz
Truth and Transparency	Nancy Kummer
Annual Report	Marilyn Stone
Thank you to outgoing members-Welcome new members	Marilyn Stone
Election of President of NILMA	Marilyn Stone
President	opening remarks
Election of Vice President	
Election of Secretary	
Update on Bus	Steve Colwell
IT	Steve Colwell & Bob Pierce
Holiday Schedule for housekeeping	Sara Grondell
Saturday Lunch at Centro	Sal Filetti
Historical Records of NILMA	Len Green
Finance	Jay Fialkow
Appreciation Committee report	John Averell
Adjourn	

NILMA ANNUAL COMMUNITY MEETING MINUTES JUNE 12, 2014

MEMBERS PRESENT: Harold Band, Charles Blauer, Howard Cohen, Raya Dreben, Len Green, Peter Halfon, Arnie Heiger, Hal Learner, Betty Rosencranz, Gerry Sands, Marilyn Stone, and Sue Waxman

GUESTS PRESENT: Stephen Colwell

President Stone called the meeting to order at 2:00 PM, and asked that the minutes of the meeting of May 8, 2014 be accepted as distributed. The minutes are accepted unanimously.

Marilyn proceeds to announce that, as of this date, the heads of the following committees for the upcoming year are:

Cynthia Shulman – Appreciation Committee

Jay Fialkow – Finance Committee

Jerry Berenholtz – Medical Committee

Nancy Kummer – Truth and Transparency Committee

Marilyn then proceeds to deliver the President's Annual Report to the assembled community (a copy of which attached).

Marilyn turns to meeting over to Executive Director Steve Colwell who honors the following outgoing representatives for their years of service and dedication, and presents them with engraved plaques:

Harold Band, Charles Blauer, Harold Learner and Marilyn Stone

Marilyn then welcomes the new council representatives;

John Averell – 1st Floor North Building

Jay Berkson – North and South Villas

Gloria Learner - 2nd Floor South Building

Bob Sandman – 3rd Floor South Building

The meeting Annual meeting is adjourned, as the retiring members leave the council table, and the new appointees take their places at the table.

RESPECTFULLY SUBMITTED

CHARLES L. BLAUER, RECORDING SECRETARY

Newly elected President Len Green is seated at 2:20 PM.

Representatives present: John Averell, Jay Berkson, Howard Cohen, Raya Dreben, Len Green, Arnold Heiger, Gloria Learner, Betty Rosencranz, Robert Sandman, Jerry Sands, Suzanne Waxman; with past President Marilyn Stone and NBOC Executive Director Steve Colwell.

Len thanked outgoing members for their service. Charlie Blauer was thanked for four outstanding terms of service as Secretary, and Peter Halfon for his role in updating the audio system in Great Meadow Hall.

Len promised to represent the interests of the residents of Independent Living and to promote and provide for the welfare of I/L members, as specified in the NILMA by-laws.

Len urged all NILMA reps, especially the new members, to read the NILMA bylaws, which can be found on our website at www.newbridgeresidents.org .

Election of Vice President

A motion was made by Howard Cohen nominating Raya Dreben for Vice President. The motion was seconded, and no others were made. Raya Dreben was voted unanimously as Vice President.

Election of Secretary

A motion was made by Arnie Heiger nominating John Averell for Secretary. The motion was seconded, and no others were made. John Averell was voted unanimously as Secretary.

Secretary John Averell announced that he is placing a small voice recorder onto the conference table for the purpose of aiding him in preparing the minutes of meetings. The recorder will pick up all conversation, particularly since new audio is operating, and will not require any attention.

Arnie Heiger asked if the recordings would be kept or eliminated. A short discussion ensued. The intent of this Recording Secretary is to use the recording only until the final written record is accepted in the following meeting. Thereafter it will be eliminated, having served its purpose.

Update on Bus

Steve Colwell

Victor Furtado has tried securing the lift more firmly. His finding is that this does not render it noiseless, as hoped. He will look into securing it lower down to see if that helps.

Suggestions:

from Howard Cohen to use foam rubber to reduce sound;

from Jay Berkson to use hard rubber, and common industrial solution.

Steve stated that an option of a new bus will not be considered this year. In a year and a half a replacement will be considered, since the normal lifetime will have been reached.

Steve Colwell introduced Bob Pierce, who has for two years been responsible for all IT support in the extended HSL communities.

Bob summarized his background. He has come out of retirement from the financial world to help rebuild the service model in HSL. He stated that the resident support in I/L at present is not adequate, due mostly to staffing level. He is adding a permanent IT staff person for resident support. Bob solicits more communication between residents and IT support in future.

Ticket requests for Comcast support, contrary to expectations, is as high as with DirectTV. One support member was let go, but will be replaced as soon as possible. Jerry Sands stated that phone support from Comcast has been excellent, and many if not most problems were resolved by phone or by visit. IT support probably need not be called as often as it is at present. Bob pointed out that there are some problems that residents need additional help on. The dedicated Comcast number for help is: 855-638-2855.

Betty asked where IT is based. Bob stated that he has offices at NewBridge as well as several other locations. There is currently one IT staff, Raymond, based at NBOC. A second requisition will provide another permanent staff member within a month. Another excellent support staff, Matthew, will be made available probably two days a week for NBOC.

John Averell asked what services we may expect from IT without charge, and what would be charged for. Bob stated that initial setup of TV and computer for a resident is part of uncharged support. However, changes due to subsequent purchase of new equipment will be charged for at the rate of \$37.50/half-hour (minimum). This will be at the discretion of the staff. Short help for simple support, e.g. power cord, cable connection, use of TV remote, generally involving a few to ten minutes, will not be charged for. Steve clarified this by stating that any problem that occurs up to the point of the resident equipment will not be charged for. If your PC needs virus removal or cleaning up, that will be charged for.

John then raised the issue of residents who have called for help (from him and Jack Goldberg, as well as IT) because they were unable to connect to the internet. These cases are basically all due to weak wireless signal.

John suggested that for all residents using non-portable desktop or laptop computers in their apartment/cottage, that they be apprised of the ability to plug an Ethernet cable from their computer into a blue port, and avoid the wireless problems. He also suggested that IT provide cables (at cost) to residents and install them, presumably without additional cost, since weak signal is the primary problem.

Bob agreed to the suggestion, and asked for a list of residents who would benefit from the change. He pointed out that tablets, smart phones, and portable laptops would need to stay on wireless.

Len has received complaints from residents who were unable to receive email consistently or at all. Bob stated that either the internet connection through wireless could be the problem (as discussed above) or the individual's computer needs servicing. In the case of the latter, he suggested a full-service visit to deal with whatever problems the resident has with the computer.

Len requested all NILMA floor reps to canvas their residents on whether they are having email problems, (or internet problems), and report these findings back to NILMA at our July meeting.

Raya submitted a request for help on her printer, and was told by staff that he could not fix it. Bob responded that for non-service complaints, contact Steve for help. Marilyn noted problems with no callback on work requests. Bob again suggested escalating problems if not fixed within reasonable time.

Arnie asked about help for TV remote programming on Comcast devices for newly purchased TV sets. Bob and Steve stated that there will not be a charge if the new set is out of box, plugged in, and only requires the initial setup. If this involves more help and time, there may be a charge.

Holiday Schedule for housekeeping

Sara Grondell

Sarah was asked to explain the recent change in Housekeeping schedule. She said that since many holidays fall on a Monday, those residents with regular schedules on Monday were losing out 4 or 5 times a year. As outlined in Steve's recent letter, the new schedule ensures that each resident will lose one week a year of housekeeping, on a rotational basis. (A copy of the new schedule is included below.)

Jerry Sands noted that frequently there is debris left in the Theater that is not cleaned up before the next morning. He suggested that a night custodian or in the morning first thing, the theater be cleaned up to make it usable for showings, meetings, and classes.

Howard Cohen again has noted trash along the entrance road to NBOC from Rte 135. Steve and others declared that this is not in our property.

Arnie Heiger read the most recent motion passed by NILMA on November 14, 2013 concerning any proposed changes by NBOC that "directly affects the living standards of residents". The motion proposed that any such changes be reviewed by a committee of the President and Vice-President of NILMA and the Executive Director of NBOC, to determine by majority vote whether to present this to the NILMA council for approval before implementation. He noted the recent change in Housekeeping scheduling, and the \$50 charge for missed appointments in Health Care, as examples of this policy not being followed.

Steve addressed the comments. Centro closing was done last September or October, before the motion was passed. We have never had Housekeeping on a Holiday. The change that was made was to provide alternate cleaning days for Monday holidays, by taking one week a year from each resident, in order to share the loss equally.

Arnie asked that in future proposed changes be presented as the motion states. Len asked Steve if he could operate on that basis. Steve pointed out that he is required to make hundreds of decisions that can affect the residents' life. Some things are inappropriate to bring to NILMA, e.g. some food and beverage changes that were discussed a few months ago but were deemed not a NILMA issue.

Steve offered to make a list of proposed changes, and submit it to Len and Raya, who would get back to him on those items that they feel should be discussed by all three. This was agreed to by Len and Raya.

Saturday Lunch at Centro

Sal Filetti

Decision to close Saturday Lunch in Centro was part of a proposal in July of last year. Analyses were made on coverage and volume of business. The decision was made for cost saving reasons as of October 2013 to discontinue Saturday lunch in Centro.

Sue Waxman pointed out that it is important at Saturday lunchtime in Nosh that there are enough comfortable seating for residents and guests who might otherwise have eaten in Centro. She has observed a lot of preparation for evening functions that make it difficult of clients.

Sal agreed. There have been a few Saturday events that resulted in some unfortunate staff comments and incidents, due to miscommunications. More attention and training is being implemented to ensure proper treatment of customers on Saturday afternoon, as well as at all times.

John Averell had polled his floor and found the 4 to 6 people said they would use Centro lunch on Saturday if available. Sal responded that he has not found this born out in practice.

John also questioned the poor service in Centro on nights (notably last Saturday) in which a large function was going on in Nosh. He asked if staff should be allocated as usual to Centro for coverage. Sal corroborated that there were some bad judgment calls and mistakes made by staff on Saturday. As soon as the problem was identified, four staff were sent up to Centro to correct problems. In future there should be no impact on service from special events in Nosh or elsewhere.

Sal announced, with regret, that Doug Hardy will be leaving NewBridge in late August for family reasons, to a new life in the Syracuse are of New York. He is beloved by all, and will be missed greatly. He will be sad to leave us. Len expressed regrets on behalf of all residents, and best wishes in his new location.

Historical Records of NILMA

Len Green

The minutes of the NILMA meetings will be made available in our Library. Karen Drescher will be working with Tiffany Gosier to make sure any missing minutes are update and housed in convenient binders (of reasonable size) for all residents to review. This project will be finished by the end of June.

Jay stated the fundamental problem facing Steve and Mike Hefron and the Finance Committee, a balance between expenses and services to residents. Expenses have been reduced this year, and for the first time, it appears that we will make an operating cash profit. The forecast for next year is even better. The most important item in finances is the mortgage, for which a bond rating is needed now. Both the Nursing Home and Assisted Living units bring a lot of money to pay off the bottom line. Independent Living has not. The banks look at our position in contributing to expenses, and will look more favorably in remaking a 25 to 30 year mortgage rather than our present more risky 5 to 6 year term.

On the other hand the Finance Committee has been lobbying for a reduction in resident monthly fees to less than 4%. As of the next fiscal year (starting October 2014) an increase of 2.9% will be levied. We think this is a major contribution, and the credit goes to management for working with us during the past year.

A copy of the budget for next year, and proposed operating statement for next six months was distributed to NILMA representatives. It will be included in the written minutes, and may be obtained directly from Jay for review by residents. The Finance Committee finds this budget to be reasonable and fair.

Jay Berkson asked how the expenses were reduced. Jay Fialkow stated that an extensive cost-reduction, cost-control program was undertaken by management, at all levels, to successfully achieve the resultant economies.

Jay reiterated that the aim of the Finance Committee is to share all information with residents. Complete transparency is the goal.

Appreciation Committee report

John Averell

The report of the Appreciation Committee was given by John Averell, in place of Chairperson Judy Rosenberg, who was unable to attend.

Twice a year residents are asked to make a contribution to the fund, from which a gift is made to each hourly employee based on the total number of hours each worked during the 26 weeks from the first Saturday in November through the first Saturday in May, or from the first Saturday in May through the first Saturday in November.

John gave some background history of the Appreciation Fund, followed by the following details.

Appreciation Fund drives begin semi-annually on April 1st and October 1st. Appreciation Checks are distributed on the second Thursday in December and on the second Thursday in June.

In this Spring 2014 Fund Drive, each resident was asked to donate a minimum of \$275 per person. The drive collected a total of \$105,696. \$105,000 is being distributed to 251 employees.

I/L contributed about \$89,900, essentially what we aimed for if everyone gave as asked.

The average check distributed is \$418; the maximum is \$638. The hourly employees are extremely grateful for the generosity of the residents, as our gifts provide significant extra income for them and their families.

The Appreciation Committee is made up of several teams. Chairperson Judy Rosenberg also served as Collection Manager; Cynthia Shulman -- Vice Chairperson; Jack Goldberg – Treasurer; John Averell – Assistant Treasurer; Arlene Lintz – Recording Secretary; Sue Waxman – Distribution Manager; and a number of other committee members. We thank them all for a job well done. Below is the summary of giving and distribution of funds for Spring 2014.

Arnie Heiger asked if recipients pay taxes on them. John stated that no, the fund was set up to ensure that there would be no tax consequences either for donors or recipients.

Jerry Sands noted that giving from Assisted Living, especially Memory Support, was considerably lower percentage than I/L. He wondered if a more active marketing plan would increase giving in those units. John pointed out that this is a completely voluntary campaign; that nobody is dunned for payment, but only reminded and asked to participate in giving.

Sue Waxman added that these letters often go to trustees or lawyers, who may not respond with the priority we would wish. Personal letters are written by Helene Ross of A/L, with oversight by Barbara Rissman, director of A/L and M/S units.

Independent Living Receipts (Spring 2014)

				06/11/2014		
	Total Contributors	330	Contributing	325	No Gift	5
	Total Expected	\$89,965.00	Contributed	\$89,906.00	Reached	100%
None	Under	Equal	Over			
5	50	177	98			
2%	15%	54%	30%			
-\$1,375	-\$4,481	\$0	\$5,797			

Assisted Living Receipts (Spring 2014)

Total Contributors	59	Contributing	45	No Gift	14
Total Expected	\$15,942.40	Contributed	\$12,615.00	Reached	79%

Memory Support Receipts (Spring 2014)

Total Contributors	31	Contributing	11	No Gift	20
Total Expected	\$8,441.44	Contributed	\$3,175.00	Reached	38%

Total Receipts (Spring 2014)

Total Contributors	420	Contributing	381		
Total Expected	\$114,348.84	Contributed	\$105,696.00	Reached	92%

STAFF APPRECIATION FUND DISTRIBUTION: Spring 2014		
Total Distributed	Total Qualified Employees	
\$105,000.00	251	
Average Check	Median Check	Maximum Check
\$418.00	\$466.00	\$638.00

Adjourn

A brief discussion between Jerry Sands and Steve Colwell on making more attractive the small triangle at the main entrance to the Community building. Steve will ask Tom West if something can be done to make it look better.

The meeting was adjourned by unanimous consent at 3:40 PM, June 12, 2014.

Respectfully submitted,

John Averell, Recording Secretary