

AGENDA NILMA MEETING

OCTOBER 8, 2015

2:00 PM

GREAT MEADOW HALL

Call to Order	Len Green
Approval of September 10, 2015 Meeting Minutes	
Collaborative Care Advisor, Intro. and request	Tara Fleming Caruso
CITS, Report and update	John Averell
Trust and Transparency Comm. Report	Nancy Kummer
Finance Committee Report	Paul Hardiman
Old Business	
New Business	
Adjourn	

Call to Order

Len Green

Meeting was called to order at 2 PM by Len Green, President.

Len announced that Nancy Kummer has been elected floor representative for 3rd floor South building to replace the vacancy for her floor. Nancy was nominated and elected in a floor meeting held October 6. She is seated here and welcomed by the Council members.

Present: NILMA council members Len Green, Betty Rosencranz, John Averell, Arnie Heiger, Murray Staub, Howard Cohen, Sue Waxman, Nancy Kummer, Jay Berkson, Betty Taymor;

with Steve Colwell

Absent: Gloria Lerner

Approval of September 10, 2015 Meeting Minutes

The minutes of the September 10, 2015 NILMA meeting were approved unanimously as published.

Collaborative Care Advisor, Intro. and request

Tara Fleming Caruso

Len introduced Tara to the Council. Tara requested that council members invite her to floor meetings. She would like to get to know IL residents better. She would also like to get feedback on your orientation to NewBridge. When you first moved to NewBridge, what was the education like to this community, too much, too little, not at all? What worked, what didn't, and what can you suggest to improve the experience? Her phone extension is 4-9404. Please call anytime to set up an appointment.

CITS, Report and update

John Averell

This is a report of the I.T. Support Committee drawing on reports from others, primarily through emails, and my own experiences.

First, the feedback from individuals and from David Raider on the use of the WizeGuides for support of computer needs of IL residents has been very positive. David's program to open eight half-hour slots for personal instruction was successful by all accounts. Further programs are being explored by Ed Goldstein and the WizeGuides, followed by consultation with David Raider, and will be evaluated for future presentation by NBOC to residents.

Personal appointments with WizeGuides directly with residents have been well received also. Costs are \$50/hour for NBOC residents.

No further feedback from I.T to me has been made on the use of less expensive routers to reduce costs of installation for connectivity to the internet.

The good news is that the current technicians in IT are prompt in response for work orders to fix or improve computer needs. They are pleasant, and do their best to help. However, the time to fix problems that are recurrent in this population seems sometimes excessive. There are other cases where a technician was unable to fix the request, even though similar cases have been fixed.

Two general areas needing attention are:

- A general request for help was sent over the NBOC-resident group about failures in the NBOC telephone services: phone does not ring; unable to get a voice-mail up to 24 hours. These have

been reported for years at NILMA meetings. Sometimes IT can fix individual cases, sometimes not. Either our technicians are not being trained, or the telephone company handling the NBOC phone system is inadequate and should be replaced.

- There are frequently recurring problems that have been reported and fixed previously, but new technicians are not being trained with some common manual or document, which would aid in completing a task in a short time, rather than researching from scratch how to fix.

These suggest that our technicians, especially with the history of turnover, are unacquainted with residents' problems, or how they may be repaired by reference to an inhouse document listing local work and how it was fixed. Many such problems can be solved online through Google searches. I consider this a management issue. My strong opinion is that IL residents should not be the ultimate resource to fix problems.

Steve reported that as of two months ago, we have a new CIO (Chief Information Officer) for HSL. His name is Peter Ingram. Among his duties is to coordinate I.T. activities for all HSL. He feels that our present phone system is becoming antiquated. A complete hardware and software update will be needed for the entire campus. Studies are going on now for the best company and way to accomplish this. This will take time, similar to the replacement of DirectTV by Comcast.

In the meantime, the present situation is unacceptable. I.T. has found that many of the phone problems are due to a crowded or filled queue of messages within two different phone companies. When I.T. is aware of this, they are able to clear the queue and restore proper response.

In response to Len's question of timeframe for replacement, Steve indicated how difficult it will be to predict accurately. On this campus, the telephone system has different requirements for the Health Center and IL. It is a very high priority for NBOC now.

John asked if residents should report any problems immediately to I.T. as a work order. Steve responded yes, since it could result in much faster clearing of the queue, which will benefit everyone.

Len asked John about routers. Many people have no idea what they are, or whether they need one, or if that is a problem. What should they do?

John said our recommendation, as always, is to contact I.T. if there is a problem they are encountering. The technician has to diagnose what the problem really is, and how to fix it. It may or may not be in the router, or lack of it.

John complimented Terry Finnegan for his outstanding technical ability, and asked who in HSL/NBOC is in charge of various levels of support for us.

Steve said: Peter Ingram-CIO in charge of all I.T.; Bob Pierce-IT Service Manager; John Matulis-hardware, Senior Network Manager; Terry Finnegan-Senior Network Engineer.

Steve also noted that I.T. reports that 2/3 of calls for work are found to be user error or personal phone error, not system errors.

Len asked John if, in his opinion, our I.T. staff at NBOC has sufficient number of personnel, and are they adequately trained.

John replied that he does not know personally. He only gets information and feedback from residents on particular problems that they had. His personal opinion is that we probably need more technicians. He feels that technicians should have access to past problems and how they were fixed.

Steve feels that staffing is appropriate, shown by the improved response time. He does like the suggestion of starting a common document available to all techs, new and

old, so that time is not wasted on starting from scratch on each problem. To Len's question Steve said that two or more staff are usually here on weekdays.

Trust and Transparency Comm. Report

Nancy Kummer

Trust and Transparency began the 2015 season with a committee of 11 residents: Mike Atlas, Evelyn Botkin, Sylvia Chaplain, Peter Halfon, Bud Hurwitz, Barbara Rosenfield, Billie Rosoff, Marion Sanders, Lil Starr, Fran Winneg, and myself as Chairperson. Steve Colwell attends all meetings. We deeply miss Harold Parritz, who was a valued member since 2012.

When I mention Trust and Transparency on these premises, I am met with responses that can vary from: "Trust and Transparency -- what on earth is that?" to "Oh, we have a Truth and Consequences committee?" to "OhBoy, have I got a hot issue for you!"... So please indulge me while I take a minute to explain who we are and why we exist.

T&T came into being in the spring of 2012 at a time of contention which seriously affected morale and spirit here at NewBridge. Lou Wolff asked NILMA President Peter Halfon to set up this task force. Our mission at the outset was to try to improve the communication between residents and administration, and thereby hopefully to lift the general sense of morale and well-being in the community. Of course T&T is only one piece of that very large puzzle! Today we are, in my humble opinion, at a very different place. Older and wiser, perhaps, but also more trusting of each other's openness and motives (administration and residents). That means more pleasant living all around, and it also means that the mission of this committee has morphed. We have, I think, a sense of broadening our view, so that we look at some of the larger issues that affect our lives here, as well as some of the more narrow and picky items.

Steve uses this committee as a sounding board for some of his administrative concerns, and residents are welcome to bring their questions and observations to any member of the committee for inclusion on our agenda. In this way we try to be a 2-way conduit for communication. We are of course advisory only, but Steve solicits and values our input.

Here is a sampling of issues on our most recent agenda:

- 1) Steve reported several staffing changes -- changes which have already happened and changes under consideration. We talked about changes in coverage of some of the job functions here -- e.g. accounting, housekeeping, front desk -- and the rationales for these realignments. I should note that it is in part due to the presence of T&T that it has become customary to include a few residents in the interviewing process for resident-sensitive staff positions -- such as the concierge position which was recently filled.
- 2) We reviewed the miscommunication and the corrected communication that occurred around Italian Week in Centro. We also made suggestions about improving the Centro Times publication.
- 3) In light of many complaints, we re-examined the Centro reservation system and talked about improving ways of accommodating people who dine alone.
- 4) We discussed a question raised by a resident about whether dependent spouses now in LTC who need feeding help can eat with their families in Centro.
- 5) We talked at length about the need for expanded orientation procedures to welcome new residents, and we presented several ideas, involving both staff and residents. Apparently similar discussions are taking place administratively and among residents, so with combined effort I hope all these good suggestions will soon bear fruit.

This list is only a sampling and the year has just begun. The T&T Committee is here to work for all who live here, so please do not hesitate to bring us your concerns.

Respectfully submitted, Nancy Kummer

Arnie said that he was pleased that Rhetta took the job of concierge. However, previously the concierge was at the desk almost all the time. Now the desk is unattended more than half the. How can this be remedied?

Steve attributed this to Ashley leaving, requiring some main desk coverage. Rhetta does many services that take her away from her desk. She covers the main desk for Brendan for lunch, so the concierge desk is uncovered for her's and Brendan's lunch.

David Raider intervened to explain that he has asked Rhetta to spend some time with various community life team members to acquaint herself with what each is doing. She also is spending some time at the Assisted Living desk for training, in case coverage is needed there. This training should be over in a few weeks.

Finance Committee Report

Paul Hardiman

Len introduced Paul Hardiman, the new Chairperson of the NILMA Finance Committee, replacing Jay Fialkow after his three year term.

Paul outlined his view of the role of the FinCom (Financial Committee), namely to be the eyes and ears of the residents on the financing and the financial stability of NewBridge. These include monitoring the budget, looking at the appropriateness of certain levels of expenses, analyzing performance, and reporting back to residents through NILMA and floor meetings.

He noted that his interaction with management, both Mike Hefron, and now Carol Johnson, has shown incredible transparency and willingness to share and work with the FinCom.

Paul then handed out to the Council members financial reports through eleven months of FY 2015. Paul commented that in the full context of the details, this has been a very good year, in his opinion. The performance of IL has essentially been on budget.

John asked who are the financial staff based here at NBOC now.

Steve responded: Carol Johnson is here half time (2 or 3 days/week). Currently we have Jason and Luanne here. Some accounting is being done outside of NewBridge. David Raider is training Rhetta to do some of the Accounting services. Two positions are open to be filled, including Ashley.

In answer to Sue's question, Steve noted that we are training all of the desk staff to do all of the desk jobs, not just to cover casually when needed. Thus IL staff can do AL desk jobs, e.g. over vacation periods. Ashley's 40 hours will be apportioned to staff to be named, probably between desk tasks and accounting tasks, since Ashley was doing both.

In response to Len, Paul stated that the full year report for FY2015 hopefully will be available for the November NILMA meeting.

Paul Hardiman's two slides are provided as an attachment to this report.

Old Business

John thanked Steve and Tom West for fixing the gutters outside the Bridge area that were so unsightly.

Jay Berkson asked Steve if a revised schedule for restoration of furnishings has been completed. Steve said he has rewritten the schedule, with the comments from IL residents considered. He is waiting for responses from other CCRCs on their policies. He hopefully will have it for the November meeting.

New Business

Betty Rosencranz stated that many people enjoy the HD live opera performances at Legacy Place. A bus is scheduled to pick up and return residents who sign up for the trip. Saturday she received a phone call, which also paralleled a group email from Irving Silverman. The bus he signed up for was cancelled, due to insufficient signups. This left him no option but to call a taxi for himself for the following day. To come home, he found that no taxi was available. He had to wait for hours for his daughter to pick him up in Dedham to go home.

Betty felt that NBOC committed for a bus for the trip, and should provide a bus no matter how many signed up. Steve reviewed the details. There was adequate notice that the trip was cancelled, since 4 signed up, whereas 10 are the minimum to run the bus. Steve suggested that rather than providing bus service for a few people, he would rather substitute a taxi voucher for the two-way trip, a considerably cheaper alternative. In the particular case in point, had the resident called Community Life right away, a plan could have been offered to cover the individual.

Len asked Steve if, for example, 6 people signed up for a bus, whose minimum was declared to be 10, is there some way that those six could be accommodated by some means?

The discussion became emotional and contentious. At this point Len intervened and suggested that this was an unfair venue to ask for decisions to be made without preparation. He asked if Steve could look into the issues, since he has heard the general sentiments of the members. Steve felt that he did not really know all the sentiments. He will proceed the way NILMA and members want him to proceed, but the costs of doing it should be clear.

Further discussion occurred. Steve will consider the situation and provide some policy update.

Betty Taymor reported that a member of her unit said that we need more carts for the garage for use by shoppers. Many times no carts have been available in the garage. Len pointed out this has been discussed many times. Carts should be returned to the vestibules. He said some people have been observed to take wire carts to their cars to use them for shopping. This is totally unacceptable.

Steve announced a CCRC program coming to Boston at the end of October, called "Hackfest". About a half dozen residents will be participating. There will be young people in school who will be asked to solve problems for seniors by designing a product that will help seniors. If you are interested in participating, send Steve Colwell or Ruth Stark an email.

John reported a problem on his floor (North-1) with the entrance doors from the Terrace. They have been broken and sometimes inoperable for a long time. Steve assured him that it will be fixed. Parts are on order.

Adjourn

A motion was made and seconded to adjourn the meeting. The motion was carried. The meeting adjourned at 3:30 PM.

Respectfully submitted,
John Averell, Recording Secretary

A handwritten signature in cursive script that reads "John P. Averell". The signature is written in black ink and is positioned below the typed name.