

AGENDA for NILMA MEETING

2:00 PM, JANUARY 14, 2016

Great Meadow Hall

Call to Order

Len Green

Approval of December 10, 2015 Meeting Minutes

Report on Survey of CCRCs' Policies on Retention of Entrance Fees Jay Fialkow

Report on the Acoustics Committee

Julian Bussgang

Status of our Telephone System Upgrade

Steve Colwell

Old Business

New Business

Adjourn

Call to Order

Len Green

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

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

with Steve Colwell, Executive Director NBOC

Absent: Gloria Lerner

Guests: Jay Fialkow, Julian Bussgang

Approval of December 10, 2015 Meeting Minutes

Len asked for approval of the minutes.

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

Report on Survey of CCRCs' Policies on Retention of Entrance Fees Jay Fialkow

Jay Fialkow mentioned comments he has heard from a resident to the effect "It's not fair. I moved to AL and they sold my apartment and will not give me the money." How big a problem is this? Historically this has been five to six people, about 2% of the population, per year. It does not affect couples – only single people as they move from IL to another NewBridge venue. When each of us entered IL, we deposited an entry fee and signed a contract agreeing that we would recoup a fraction (90% or 75%) when and only when we leave NewBridge (i.e. the campus of IL, AL, Memory Support, and Long Term Care.) The retention of the fee is necessary for our financial model and is required by our bank agreement.

Jay surveyed the residence market, as requested, including North Hill, Lasell, Orchard Cove all of which have the same program that we have. Throughout the country, non-profits operate exactly the same way we do, as a form of financing. On the basis of this report, since it involves so few people, and is for the benefit of the community as a whole, he suggests that this is not a problem to be concerned with or be remedied.

Murray Staub objected to the unfairness to those IL residents, who pay a large entry fee, unlike AL and LTC residents, that this retention of fee benefits the whole of NewBridge at the expense of 5 or 6 residents moving through the continuum. Jay stated that we clearly were told of this provision, and signed a contract to that effect. Steve elaborated on this point, and distinguished between entering directly into AL as opposed to IL. The ability of NewBridge to continue operation and pay the mortgage is dependent on this model as originally and presently operating.

Report on the Acoustics Committee

Julian Bussgang

The Committee currently consists of:

Julian Bussgang, Chair

Jay Berkson

Arnold Cohen

Jack Goldberg

Malcolm Green

Helene Oppenheimer

Dorrit Senior

Jerry Zimmerman

1. The Acoustics Committee made recommendations to the NewBridge Administration to encourage a decrease of the density of residents eating dinner at Centro and Copper Beech, so as to lower the noise level. People speak louder at long tables. We suggested more round tables, rather than square or rectangular tables for groups, avoidance of large groups at one long table, and taking steps to encourage residents to take more meals at Nosh.
2. We suggest that at evening meals, an effort be made to have the drapes and curtains on the windows at least partially drawn. The existing curtains could perhaps be loosened.
3. We recommend that the kitchen staff be instructed to be quieter when meals are served.
4. At a prior NILMA meeting, Steve Colwell commented that the 2016 budget included \$15,000 to be used according to the recommendations of the NILMA committee. Therefore we suggest that NILMA vote to assign that \$15,000 in the 2016 capital funds for use in acoustical improvements at Centro and Copper Beech.
5. Tom West, the Facilities Manager, indicated that the previous estimates were that acoustic panels in Centro will cost about \$26,000 and in Copper Beech \$15,300, for a total of about \$40,000. That price may have gone up. We therefore suggest that NILMA request that (in addition to the \$15,000 that NILMA can dedicate) NewBridge allocate some additional capital funds for the installation of acoustical panels or soft cloth material in Centro and Copper Beech. Such installation was recommended by the consultants who reviewed the situation. Tom West is awaiting new quotes from an outside specialist. Maybe the available funds can permit installation over two years fiscal years.
6. Tom West is also looking into the cost of installing swing doors on both sides of the kitchen (as is done at Orchard Cove) and/or reducing the size of these entrances. No quotes have yet been obtained.
7. We received some comments from Peter Halfon, the former Chair of NILMA, who headed the 2012 Acoustics Study Committee. Peter pointed out that the 2012 Acentech Report indicated that treating the ceiling areas in Centro that are not covered by the perforated brown cloud will be more effective than treating the side walls and thus should receive priority, if money is to be spent. However, these improvements will not be enough, if noise from the kitchen continues.
8. The current chair of the Acoustics Committee, Julian Bussgang, plans to resign as chair after today's meeting. A new chair will have to be named by the Chair of NILMA.

Len pointed out that the amount of discretionary capital funds available to earmarking by NILMA is \$25,000, not \$15,000 as mentioned in the report. He has deferred any disposition of this money, partly while awaiting the report of the Acoustics Committee. The intent is not to dedicate this discretionary money to a single goal, but rather to solicit suggestions for its use from the entire IL membership.

Len expressed thanks to Julian and his committee for his analysis of this issue. Len will be looking for a replacement as chairperson of the Acoustics committee, both from within and outside of the current members. He asked that anyone interested in serving on the committee in any capacity contact him.

Sue noted that it seems much noisier in the center of Centro than in Copper Beech. Len noted that there is an ongoing study by the committee on the density reduction of customers in Centro and Copper Beech, now that Nosh is drawing more customers at night and

residents have left for winter residences. Julian agreed, and noted that the hearing of residents is a real problem as the population ages.

Status of our Telephone System Upgrade

Steve Colwell

Our phone service is not working the way we want, and it is now facing obsolescence. One possibility is to extend the current HSL phone system (which Steve shares) into the rest of NewBridge. This system is considered the best available, and if the price tag is reasonable, that will probably be the way to go. The second issue is the question of whether this system is compatible with all the personal phones owned by residents. This is being looked at now. If it works, it will be an expansion of what is at NewBridge now. If it does not work, we will have to go to outside vendors. This has not been done yet. Lucent Technologies is part of the hardware provider; not sure of the software provider. This would provide us consistency, and would remove the reported problems of our present system.

Steve reported that a minimum time for putting this system in place is six months, possibly up to a year with contractual arrangements and hardware/software requirements. Steve noted that his phone system was put in place by HSL from Roslindale, before the resident system was purchased, with the end in mind to use the newest fiber optic system available at NBOC. Hence the difference in the executive system and residential.

Len asked what we can expect over the next 6 to 12 months. Steve said that much like the TV switchover experience, our CIO, Peter Ingram, will initiate a study into the needs of the community and what the expenses would be to meet those needs, compared with going to an outside vendor. Then this would be presented to the residents with was looked at, along with recommendations. This would be in another three months or so.

John observed that the basic problems with the present phone system have continued for at least four years. He, and others in his floor meeting, felt that we cannot continue this way for another six months to a year. Steve had no alternative to offer that would be satisfactory. He will push hard to reduce the time to fix the present situation.

Old Business

Jay Berkson reported again that the speed bumps entering NewBridge are not easily visible at night because of old, worn paint. His opinion is that this is dangerous for drivers unfamiliar with the signage and bumps at night, and will eventually cause an accident. He has been told that the job will be done in spring, which he feels is too late. He offered to paint reflective stripes on the bumps himself if supplied to him. Steve pointed out that permanence is the problem, since in freezing temperatures the paint will only last 2 months. He offered to paint every month if NILMA chooses to so vote for it. After some discussion, a straw poll of the council indicated a majority voted to pursue now, as soon as weather permits it to be done. Steve agreed to do it.

Jay asked Steve if there will be an update on the schedule for redoing apartments. Steve replied that there is no change on the schedule already released.

Sue said that three new residents from cottages reported that they had not had the orientations that were promised. Steve is willing to talk to them. Len asked if Nancy Sullivan is responsible for this. Steve said others are being added to help. Vital introductions to other residents and staff needs improvement.

John noted that the West entrance door to the North building still does not close fully, and that Security is not watching when the doors there are left fully open for long periods of time. Also bathroom doors are not being shut, as has been requested previously. It was noted that Tom West had committed to placing laminated signs on the inside of doors to the bathrooms located in the common hallways reading "Please close the light and door when leaving".

New Business

Pam Markson addressed the requests for more movies on weekends. She will add Sunday evening movies. More use of Great Meadow Hall will be made. Some criticism has been made of staff ability to run the movies. Several instances of movies not working were claimed. Len did not agree, saying personnel are usually very good.

Steve stated for the record that the theater is for residents. Aides are asked to leave their charges in the theater for later pickup. Family members (not residents) sometimes fill seats to the exclusion of other residents. This difficult situation should and will be handled carefully.

Jay Berkson stated that fire alarm advisory is not heard in Villas. Can telephone or email be used? Steve will not call during an emergency. He will look into making alarm more audible.

Steve announced that Peter Ingram is the CIO (Chief Information Officer) for all HSL. Bob Pierce reports to him. Peter met today with Steve, Len Green, and John Averell in an introductory exchange. Peter has been in place for six months, and has looked into the interaction of our IT with residents. His observation is that the degree of expectation of IL Residents for support by IT (Information Technology) is not well defined. He said that there are five to six levels of support that can be offered by IT, varying in extent and cost. He proposed that he can make a presentation to a selected group of IL residents to outline the list of options. These options can be reviewed by IL, and a specific level of expectation detailed for IT support, with associated cost, be selected. It was pointed out that the residents who are not technically inclined are the ones who are most affected by the support level. This entire effort will be initiated as soon as possible.

Finally Steve presented a silver cup to Jerry Zimmerman on behalf of the team of IL experts who took part in the HackFest event in Boston.

The HackFest consisted of 12 teams of young people who are challenged to create a new application or product that would improve the life of seniors. Each team is mentored by a Coach and an Elder (IL and other representatives) to help them.

Jerry had the distinction of advising a team of young people who won the best application at the event. The cup will be displayed somewhere for viewing, and returned at the next HackFest.

Adjourn

A motion was made and seconded to adjourn the meeting. The motion was carried. The meeting was adjourned at 3:15 PM.

Respectfully submitted, John Averell, Recording Secretary

