

AGENDA for NILMA MEETING
January 12, 2017, 2:00 PM
GREAT MEADOW HALL

Call to Order	John Averell
Approval of December 8, 2016 Meeting Minutes	
Medical Practices Committee Update	Arthur Luskin
Update on Food & Beverage Issues	Len Green
Old Business	
Status of IL Visitation Policy	Steve Colwell
Status of Contract for Telephone services	Steve Colwell
Status of I.T. connectivity, Villa and general	Steve Colwell
New Business	
Update of NewBridge Website issue	John Averell
Adjourn	

Representatives present: John Averell, Mike Atlas, Jody Berkowitz, Howard Cohen, Lorraine Gordon, Sharon Gouveia, Len Green, Nancy Kummer, Murray Staub and Sue Waxman

Representative absent: David Goldman

Guests: Steve Colwell, Gerry Berenholz, Arthur Luskin

John Averell called the meeting to order at 2:03 p.m.

The minutes of the December 8 meeting were approved.

Before considering the original agenda set for this meeting, several announcements and a short discussion of solicitation at NBOC took place.

Sharon asked why the subject of solicitation at NBOC had been omitted from our agenda. John said he preferred not to raise it until the subject of solicitation came up again. Steve agreed, saying that that was a good answer. When asked what he meant by "a good answer," Steve described a good answer as allowing individual residents to approach friends individually to support a fund request, but not to allow anyone to make blanket solicitations. He further stated that no outside solicitations would be allowed. Educational programs provided by outside not-for-profit organizations with no expectations of fund raising would be allowed.

Steve next announced that the pool area would be closed from January 23 to February 6 to allow for draining of the pool and Jacuzzi and for a thorough cleaning of the entire area, including the pool, the Jacuzzi, the steam room and the sauna.

Pam Markson then encouraged members to attend the IL evening's program on the "Genetics of Aging" to be presented by Hebrew Senior Life's Institute for Aging Research.

The third announcement was made by Mike Atlas informing us that the Trust and Transparency Committee had changed its name to Administration-Residents Liaison Committee. Its members will remain the same and it will be chaired by Mike. The committee will take up with Steve questions or community concerns--about anything but food--that residents bring to the attention of any of the committee's members. In addition to Mike they are Armin Biller, Evelyn Botkin, Debbie Gerber, Sharon Gouveia, Peter Halfon, Nancy Kummer, Billy Rosoff, Charles Weinstein, Fran Winneg and Lorraine Zimmerman.

All discussions will be confidential and will not be discussed outside of the committee.

Art Luskin read the latest approved secretary's report (see attached) from the Medical Practice Committee. Art and Committee Chairperson Gerry Berenholz then answered several questions. We learned that no medical staff member is on site during weekends. Steve explained that there is not enough demand for on-site weekend service, and that the current five-days-a-week service is not being used to full capacity. However, during off-hours and depending upon needs, a medical-practice member may choose either to visit the urgent-care center, to call 911 or to call the medical practice center. Security will answer the phone and page the doctor on duty, who will return the call. If a resident is not a member of the medical practice, he/she should call his/her primary care physician, visit an urgent-care center or call 911.

In answer to a question from Nancy about the SHINE program, Steve said he is awaiting response from the SHINE representative to sign a contract with NBOC.

The next report was given by Len Green regarding Food and Beverage issues. He noted that since the addition of Andrea, Susan, Jean and Joel to the staff, improvements have been seen in dining room service, in the handling of reservations, in the training of staff, and in the addition of certain menu items. As a result of continued discussions among John, Len, Shoshanah Garshick, Steve, Sal Filetti and staff, a number of changes has been made. Prix Fixe prices have been rolled back to \$20.00 or less. Fresh-frozen fish has been introduced on a trial basis. Though the reaction to the Prix Fixe price change has been quite positive, reaction to fresh-frozen fish has been mixed. Some welcomed frozen fish because of its lower cost. Others cited a need for the chefs to learn how to defrost and cook it properly in order to prevent the serving of dry, overcooked or raw, undercooked fish. A survey on diner opinions of the new Prix Fixe menus and food quality will be undertaken in late January.

John encouraged residents to bring any comments about food directly to the wait staff, the managers or the chef upon being served, so that feedback can produce improvements in a timely manner. Others suggested it would be helpful to notify Susan and Andrea when they circulate through the dining rooms inquiring about diners' satisfaction. A note in the weekly "Nosh Advocate" asked that feedback go only to the Food Committee.

Once again Steve explained the process involved in reducing or increasing ones meal-plan price. For example, if an individual resident would like to increase his/her monthly meal credit by \$100.00, the monthly meal-plan fee will be increased by \$50.00. Conversely, a \$100.00 reduction in meal credit will reduce the

monthly meal-plan fee by \$50.00. A request to make such a change may be made once a year and will last for a complete year. Steve emphasized that this applies to individuals only and does not require group or NILMA approval. He will accept written requests for this option at any time.

John suggested that individuals need to consider the financial impact for the whole year and may want to seek help before committing to a change.

Old Business

In his IL Visitation Report Steve informed us that the internal documents and map are done and that the first training session took place today. Two more are scheduled for next week. Management and staff are being trained regarding the best way to speak kindly and respectfully to people who ignore the regulations. He emphasized that we all should be aware that guests of IL members are welcome.

A new sign will be posted just beyond the reception desk heading toward the library. It will say "Independent Living Private Residences. Please sign in at the front desk."

Steve was asked what one should do if observing people who are unaware of or ignoring the Visitation Policy, when there is no appropriate staff person nearby. His advice was to call David Raider. If David is not available, then Steve should be called.

Sue brought up the problem created when non-cottage residents park in cottage-assigned garage spaces. Steve told us that parking stickers are due in a week or two for cottage residents. Eventually stickers will be available for every resident or staff member who drives a car on campus. He advised residents who may see non-cottage people using cottage spaces to report this.

John expressed concern about people ignoring signs and speed limits in the garage. Steve will look into garage signage. He informed us that cameras that can read small print, such as that on number plates, are in place at the outside road speed bumps. He suggested that a resident make note of the time a speeding driver leaves the garage. This information, checked against the cameras, would be used to identify the driver.

As for Steve's report on the telephone project, he said we have a lead vendor and are refining negotiation that will allow work to begin in June.

He was asked to assure us of having caller ID. Reps also complained about receiving voice-mail messages long after they have been left and about the poor quality of NBOC automated telephone messages.

Steve's final report concerned IT. He said most issues have been resolved, and he urged residents to call IT about any problems. There are two IT technicians here regularly. Both have reportedly provided good service.

John announced that the NewBridge website hacking has been eliminated by placing the website onto a separate protected server, at some additional cost.

Mike Atlas brought up the matter of falls taking place in trash rooms. Steve will confer with Victor about how a person can call Security when that happens. He noted that installing a push button is exorbitantly expensive.

The meeting was adjourned at 3:17 p.m.

Respectfully submitted,

Lorraine Gordon