

AGENDA FOR NILMA MEETING

JULY 13,2017, 2:00 pm

GREAT MEADOW HALL

Call to Order David Goldman

Approval of June 8, 2017 meeting minutes

Report from Committee for Programming Improvement Raya Dreben

OLD BUSINESS:

Administration- Residents Liaison Committee Mike Atlas

New Telephone Installation Status Steve Colwell

NEW BUSINESS:

ADJOURN

David Goldman called the meeting to order at 2:00 PM.

David announced that Francis Budd is sitting in for Nancy Kummer and Marilyn Stone is sitting in for John Averell who is in the hospital.

Motion to approve the minutes of the June 8, 2017 was made and seconded.

In the absence of Peter Halfon who was attending to personal matters, Raya Dreben presented the results of the meetings. A copy of the report is attached. The chair thanked those residents who served on the committee: Peter Halfon, Raya Dreben, Nancy Kummer, Marilyn Stone, Barbara Rosenfield, Diana Bronner and Arthur Luskin.

After Raya's report a few questions for clarification were asked. David Raider explained that Pam will be reporting to Larissa and Larissa will report to David Raider. David R. explained that someone has been hired to handle the administrative behind the scenes tasks for the programming committee and in the future, Pam will have other responsibilities.

OLD BUSINESS:

ADMINISTRATION -RESIDENTS LIAISON COMMITTEE

MIKE ATLAS

Mike Atlas gave a report on the Trust and Transparency Committee renaming to Administration and Residents Liaison Committee. See attached copy of this report.

Discussion ensued with questions about Mike's report. Many members felt that all subjects should be open to all residents. Steve reviewed how the committee was originally formed with Peter Halfon, NILMA president forming committee with Nancy Kummer, Chair. The goal was for the committee to be an outlet for private discussions and serve as a "go between" for residents and administration. Steve stated that he is committed to open communication while keeping confidentiality particularly concerning personnel firing. Steve stated that he would be open for libel should he divulge certain personnel situations. Mike offered to make a report at NILMA meetings on what had been discussed at his meetings other than personnel situations. David Goldman felt that this idea should be further discussed. Steve felt that the situation over the past 6 weeks got out of hand because the line of reporting was crossed and hopefully, that has been corrected.

NEW TELEPHONE INSTALLATION STATUS:

STEVE COLWELL

Steve deferred to Eric Rogers who has been working on the telephone project to replace the present system which is becoming obsolete.

Eric thanked Julian Busgang for the Holocaust program presented in Brookline last evening.

Eric reported that in March and April they engaged residents in a Proof of Concept of the proposed telephone system. and found that it was not meeting our needs. He then engaged the Tadiran system which seems to supply all of our needs: 5 digit dialing, caller ID, Voice mail, etc. Terry has been testing it in his office and over the next couple of months several residents will be engaged in evaluating the new system for a 2-4 week period. If all goes well, they will begin to deploy the system in August, with completion projected in September into early fall. Entrance into resident apartments will be necessary and Steve will report on the procedure in his newsletter. Eric cautioned that if residents have saved voice mails in the system that these should be copied since they will be lost when the new system is installed. This does not apply to residents who have their own voice mail appliances.

The question was asked about length of time the installers would have to be in apartments. Eric does not, at this time, have an answer, but Steve will report it when the time comes.

Lorraine Gordon asked about present system failure on weekends. Steve advised calling the Hot

Line and, if necessary, Terry would be called at home to resolve the issue. David Goldman reported that he had a system failure and it was a matter of changing the battery in the box in the closet. Steve commented that perhaps, given the age of the batteries, that they should be replaced campus wide. Eric is making a note to look into the system outage problem.

NEW BUSINESS:

David Goldman was pleased to inform the residents that another book has been written and published by a resident. Irving Silverman has written "Aging Wisely", which has received very good reviews. It is available with a discounted price at the Dedham Pharmacy which also has a shop on the lower level near the Security center. Irving will be happy to sign the book. The membership applauded Irving.

The Appreciation committee has lost a member and Peter Shapiro asked for a volunteer. Murray Staub volunteered and was thanked by the chair.

David Goldman asked Steve about stricter enforcement of the privacy of the Independent Living areas. Steve is going back to the AL and HCC administrators and aides to review the rules. Steve said that if there are problems with this then the Community Life personnel are responsible to resolve the issues during the week and security on the weekends.

David Goldman reported that the recycle bins continue to have containers with food residue deposited in them which creates odors and makes the contents not recyclable. He feels that more education from administration need to be done.

Steve reported that the irrigation situation is still being worked on and will hopefully been resolved within the week. He said that work on the irrigation problem has delayed other projects but he hopes to have that resolved soon. As a result, the grass has been allowed to grow longer so that it will not dry out. Dorrit reported that pruning has been delayed because pruning encourages new growth and without proper watering the new growth will not survive.

The question was asked about controlling animals eating produce in the community garden. There does not seems to be a solution to that problem. Animals are also eating plants in the entire community.

The staff of Centro, Susan and Andrea, were complimented for the manner in which they handled the dinners for the floor reps . David Goldman also wanted to praise the staff in Nosh for their work and commented that since Nosh has become busier it has relieved the pressure on Centro.

Fran Shaer reported of the serious problem of the washer/dryers breaking down, and that the replacements are not suitable for seniors. Steve is aware of the problem and resolved the issue

for one resident. Scott Salvato is researching replacement alternatives. The possible replacements would not be front load because they would be too deep for the space. Scott is actively trying to find a suitable replacement.

Steve reported that, sadly, Tiffany will be leaving on July 14. He praised her for being the brains behind the operation during her tenure and she will be greatly missed by staff and residents alike. She will be working in Cambridge.

Frances Budd asked about the phone call that she got concerning the drinking water in Dedham being infected with Ecoli, but that they are now using MWRA water and it is safe to drink. Arnie Heiger stated that his daughter is a Public Health Specialist and that the water is safe to drink. Steve reported that the drinking water to the residences is from the town supply and the irrigation water is from our wells. He was unaware of any problem and thanked Arnie for his input.

Lorraine Gordon asked about refinishing the benches between the villas. She was advised to call One Stop Shop. Steve introduced Emily, who will be handling such requests.

The community meeting will be held on July 27, a combination of the July and August meeting. The report of the finance committee will be given and the increase will be announced. Steve informed the committee that the increase is a result of many factors, mainly an increase on minimum wages, health care costs, etc.

The chair called for an adjournment motion, and it was seconded at 3 PM.

Respectfully submitted,

Judi Goldman, Recording Secretary, Pro Tem

Appendix A: Presentation by Raya Dreben about Programming Improvement Committee

This is a report of the program improvement committee. Unfortunately, Peter Halfon the chairperson of the committee had some medical appointments, and could not be here.

A few days before the last Nilma meeting of June 8, the residents received a letter from David Raider in which he informed the residents of a restructuring of the programming department.

The plan was adopted in order to increase efficiency by having organizational flexibility between the A.L. and I.L. teams. David was confident that the restructuring would also improve both the quality and quantity of our programs. While praising Pam Markson, he indicated that as a result of the plan, the position of Program Specialist held by Pam would be eliminated. A flurry of e-mails and other outpourings of complaints from residents followed. The residents expressed wide support for Pam and consternation, mostly with the result, but also with the way management had handled the matter. A number of residents remembered that Steve had made a commitment to Nilma that before implementing any major change affecting residents, he would inform Nilma of the proposed change. Management had also bypassed the Administration Residents' Liaison Committee (the former Trust and Transparency Committee.)

At the Nilma meeting on June 8, Steve acknowledged that the matter should have been treated differently and apologized to the residents. He said that the matter would be reconsidered and that he would ask David Goldman to establish a committee of residents to discuss the problem with management. David appointed the following persons to a committee which became known as the Programming Improvement Committee: Diana Bronner, Raya Dreben, Nancy Kummer, Peter Halfon, Arthur Luskin, Barbara Rosenfield, and Marilyn Stone. Peter Halfon was appointed chairperson. The other members of the committee were David Goldman, president of Nilma, David Raider and Steve Colwell.

The first meeting of the committee was held on June 14. All members were present except David Goldman, who was abroad. The agenda included, among other things, thoughts of the Human Resources department of HSL to be presented by Steven Popper and a discussion of the current and proposed organizational structure of the programming department. After a presentation by Steven Popper, and a recognition by Steve Colwell that the matter had not been handled properly, David Raider and Steve presented the reasons for restructuring and their proposed plan. The proposal was that one person, the director of programs, Larisa Levich, would be in charge of all planning of courses and programs at both AL and IL. The programs were to remain separate; IL would continue to have its own programs and AL to have its own. The committee indicated that in its view, planning for both populations was far too large a task for one person. After considerable discussion of this matter and others, including how much the residents enjoyed having Pam introduce speakers at programs, Steve and David agreed to go back to the drawing board.

A second meeting was held on June 22. At this meeting, David Raider presented a new proposal, one which would divide responsibility for planning between Larisa and Pam. While the programs would remain separate, Pam would now do some planning for some programs for AL as well as for IL. Planning programs is one of her strengths and is what she likes best. Although she would be taking on some new responsibilities, she would be relieved of most of the administrative tasks which currently take up a substantial portion of her time. After lengthy discussion, including reporting requirements, the committee looked upon the plan favorably. David was going to talk to both Pam and Larisa about the plan. We hoped that both of them would be agreeable.

After discussions with David, Steve, and some members of the committee. Pam, after some hesitation, was willing to come aboard.

A third meeting of the committee was held on July 6th. The good news was to be reported in Steve's letter, and the committee considered the result a happy one. Management has suggested that they, too, think it a better result than the original plan.

Peter wanted me to express again his thanks to all members of the committee including management for their cooperation and collaboration in dealing with this problem. As a member, and on behalf of the committee, I would like to thank him for his wise and calm leadership and also management for taking seriously our views and those of the residents. We are aware that Nilma and its committees, including the Programing Improvement committee, is only an advisory body. However, the new plan was really a collective effort to improve the programming for the residents, and to have Pam continue as our Program Specialist..

Dreben,

Respectfully submitted, Raya

member of the Programing Improvement Committee,
July 13, 2017

Appendix B:

Presentation by Mike Atlas about Administration and Residents Liaison Committee.

The former Trust and Transparency Committee has a new name. The committee has voted to change its name to the Administration and Residents Liaison Committee, in order to reflect the job of the committee more accurately. The current members of the committee are as follows: Mike Atlas,
Chairman

Armin Biller

Evelyn Bodkin

Steve Colwell

Betty Gerber

Sharon Gouveia

Peter Halfon

Nancy Kummer

Billie Rosoff

Charles Weinstein

Fran Winneg

Lorraine Zimmerman

The ARL committee is a NILMA committee, which means that the chairperson is appointed by the NILMA president and the chair in turn selects the members of the committee to serve up to 2 years. The committee reports to NILMA. The Executive Director of Newbridge is invited to be an active member of the committee, and other administrative staff personnel may be asked from time to time to participate in meetings, to bring information or perspectives which are relevant to a discussion. It is important to underline that this committee is NOT a decision-making or a problem-solving body. The purpose of the committee is to serve as a sounding-board for administration, sort of think-tank. It is not our job to resolve issues, but more, to reflect upon issues which are of concern to the Newbridge community and to give administration some resident feedback, while also hearing what administrative concerns and viewpoint might be.

There has been discussion in the community about the mandate of confidentiality in the work of this committee, so we want to clarify what this confidentiality is and why it must exist. The general topics we discuss are open and can be shared with anyone who lives at Newbridge. Residents are encouraged to bring concerns to any member of the committee or to the Chairperson, and to ask that the issue be brought to the committee for discussion. Occasionally Steve may bring some ideas to us which are possibilities for future planning and are not yet ready to be publicized, so we are asked not to share details. What absolutely CANNOT be shared openly is any discussion involving specific employees. Personnel matters have to be protected by confidentiality.

Recent discussions have touched on such matters personnel and bond refinancing and the restructuring of the programming department.

The members of the ARL committee are committed to having serious and thoughtful discussions which reflect the concerns of this community. We try to hear each other respectfully. While this committee is advisory only, and decision-making is in the hands of the administration, the hope is that respectful listening and open discussion in BOTH directions will inform administrative decisions. In that way, we hope that residents will be more fully addressed, and we will continue to grow and thrive as a community.