

AGENDA for NILMA MEETING

March 8, 2018 2:00 PM

GREAT MEADOW HALL

Call to Order	David Goldman
Approval of February 8, 2018 Meeting Minutes	
Resident-Administration Liaison Committee	Raya Dreben
Old Business	
Update on Telephone Issues	Steve Colwell
New Business	
AOD startup system	Steve Colwell
Adjourn	

CALL TO ORDER

David Goldman, President, called the meeting to order at 2 p.m.

Representatives present: David Goldman, John Averell, Dorrit Senior, Murray Staub, Mike Atlas, Frances Shaer, Lorraine Gordon, Ernest Greenburg (representing Nancy Kummer)

Representative absent: Jody Berkowitz, Michael Ross, Sharon Gouveia, Nancy Kummer (represented by Ernest Greenburg),

Guests: Steve Colwell, Raya Dreben

President Goldman opened the meeting at 2 PM. He called attention to the fact that we are in flu season, and asked that anyone who does not feel well stay in your apartment and do not expose others to this contagious disease. Food delivery is free in this case.

Approval of February 8, 2018 Meeting Minutes

President Goldman called for approval of the February 8 minutes.

Approval of the Minutes of February 8, 2018, was moved, seconded, and approved by acclamation.

Report of Resident-Administration Liaison Committee

Raya Dreben

Addressing especially the newer residents, Raya explained that the purpose of the Liaison Committee is an attempt to increase the trust between Administration and Residents. It was originally called the "Trust and Transparency Committee", chaired by Nancy Kummer. It was formed in response to residents' negative response to the leaving of a concierge employee. It evolved into a way for residents to discuss with administration sensitive issues involving employees and staff. The personnel details are considered private within the committee, not to be discussed openly.

Raya, then presented a full summary of issues covered in the seven meetings of the Liaison Committee since its formation, in hopes of dispelling the "secrecy" reputation by some residents. Her presentation is included in full as Appendix A to these minutes.

Old Business

Update on Telephone Issues

Steve Colwell

Steve distributed a detailed description of phone features in his last letter. The installation team has now moved on to Assisted Living. The team is still on site, available for fixing known problems in IL, but he has not received notice of any problems. To Lorraine's question Steve would now suggest contacting 49500 (One Stop Shop) with future phone problems. He is willing to be contacted if problems arise widely and need his intervention.

A two-page instruction summary of basic phone features was included in Steve's letter, along with a much more detailed six-page listing of all features available, for those who want to use the advanced features. If you need advanced

features and do not understand the directions, please call 49500 and ask for IT help.

Lorraine asked about the scholarship presentation that Jay Fialkow was scheduled for in February. David responded that Jay is reworking the details and will report on it when ready.

New Business

AOD startup system

Steve Colwell

Steve started by acknowledging that as in all major software changes, we are experiencing startup problems in billing, slowdown of wait staff unfamiliar with the new processes, and other glitches. Please report problems to management or servers so that they can be fixed.

John reported that in a recent pickup of a takeout order, the wait staff had no details of what was to be included in a prix fixe meal on the bill that they were working from. Such details need to be included with the takeout orders.

David asked if a fire drill can be scheduled, since only tests of the alarms have been made for quite a while. Steve will see that one is scheduled in the Spring. If exiting for a fire alarm, do not go to the garage level but use indicated directions to the outside. The exception is the North-East corridor, which exits into the garage and then to the outside.

Mike asked how new members can find out what committees there are and what they do. He asked if Steve could have some chairpersons make presentations at a Community Meeting, or if not, how this can be done.

Mike also related the experience of Edie Heiger who found the trash room so filled with a large plastic bag that it would not accept anything else. Mike personally removed seven large bags from the chute, but could still not use it. After notifying 49500, the problem was cleared by housekeeping. Mike asked that people be notified how to use the chutes, and especially to tell aides of proper use, since he suspects they may be the source of the problem.

Fran described problems with billing at her table that persisted over two nights. The billing she has records of do not coincide with her records. In addition service was so bad that people were not served for a very long wait.

John described what seemed to be a billing error related to charges for the birthday night meal. A charge was listed on the statement for February under a heading of IL Catering that clearly was birthday night dinner. A similar charge on the daily slips showed a hidden charge of the same amount. He asked if this was a double charge, and why this would be separately listed as Catering. Steve suggested that this may balance out properly, although the charge should not have been reported under Catering.

Steve noted that in April, monthly statements will not show dollar allowance and expenditure, but only an overage against the meal allowance for the month.

Steve will rectify the Catering entry on statements when birthday meals are involved.

Lorraine offered the following background and motion from her Villa members.

WHEREAS, the Dining Credit, set out in Section 4, pages 22 and 23 of the Member Handbook, provides that at the beginning of each month Apartments and Villas Members pay for and are entitled to a dining credit equal to \$500.00 per person and Members of the Cottages to a dining credit equal to \$300.00 per person, all such credits being available at the first of each month; and WHEREAS, it is also provided that if a Member's dining expenses for a month are less than the dining credit dollar amount available to and paid for by the Member for that month, the unused dining credits remaining will be forfeited and not carried over to the following month, except in the limited instance of a Member being absent from the Community for a "short" absence of 8 or more consecutive days, in which case, the unused dining credits are carried over to the following calendar month and, if not then entirely used, those credits are forfeited. It is further provided that In the limited instance of a "long" absence, defined as more than 30 consecutive days away from the Community, the unused dining credits are carried over from month to month and must be used by December 15 or those unused credits are forfeited.

NOW, THEREFORE, we believe that these dining credit forfeiture provisions are arbitrary, unfair and inequitable, that carryover credits should not be limited to a Member's absence from the Community, and that if the dining credits paid for each month by the Members of the Apartments and Villas of \$500.00 per person, and by the members of the Cottages of \$300.00 per person, are not used in any month, such credits shall be carried over to the following month, and from month-to-month thereafter until used. In consideration of the above,

I move that the Dining Credit provision of Section 4 of the Member Handbook be amended as follows:

1. By deleting the last sentence of the second paragraph of the Dining Credit provision, which says "There will be no carryover credits with the exception of absences from the Community of 8 or more consecutive days as outlined below.";

2. By deleting the third paragraph of the Dining Credit provision and substituting in its place the following paragraph:

"If any Member of the Apartments, Villas or the Cottages shall have any unused dining credits remaining in his/her account from the previous month, the remaining credits shall be carried over and added to the dining credits for the following month, and such credit carryovers shall continue from month to month until used. If on December 31 of each year there are remaining any unused dining credits in a Member's account from that year, those unused credits shall not be carried over to the following calendar year. Should a Member's dining expenses exceed his/her dining credit the account shall be charged for any overages."

The motion was seconded by Mike Atlas. Discussion followed.

John noted that this would be a major change to the business plan of NewBridge Food and Beverage finances, and would probably lead to an increase in our prices.

Lorraine argued that the business plan for food allowances does not reflect proper practice, and is unfair to residents. Steve noted that in the current plan the credit remaining is kept in NewBridge. It is quite possible to eliminate meal allowances, and adjust all monthly fees accordingly and you pay only for what you eat. There was a robust discussion at this point. Steve stated that the rules of the plan have been stated, and you are charged according to how you live within the stated rules. Changes can be made, but more information is needed on how this would affect each of you residents.

John made a motion

I move that we lay this motion on the table.

The motion was seconded by Murray Staub.

The motion is not debatable or amendable, and requires a 50% majority to pass.

The motion passed with one abstention, the rest of the voting council voted yes.

The original motion is thereby tabled (i.e. *sine die*) until it is brought up again in a future meeting.

Lorraine asked how we are supposed to be getting rid of plastic bag use. Steve said that this is still being worked on.

Steve also clarified that meal credits for those residents who are gone over 8 days are still being kept on account by hand on an Excel spreadsheet.

To Mike's request, Steve agreed to look into the ramifications of the tabled motion if it is brought up from the table in future.

Adjourn

A motion to adjourn was made, seconded and passed by acclamation at 2:50pm.

Respectfully submitted,
John Averell, Recording Secretary

APPENDIX A

Report of Liaison Committee to Nilma March 2018

The Liaison Committee has had seven meetings since it was reconstituted. The meetings in 2017 were held on September 28, October 17, November 14, November 28, and December 12,. We had two meetings in 2018, one on January 18, in 2018 and one on February 13. In this report, I will probably give more detail than you want to hear, but I think it important to do so in my first report as some residents view this as a secret committee.

September 28, 2017

At the September meeting we discussed a letter I had received from Carl Bayliss requesting the committee to seek revision of the management agreement between NewBridge and Hebrew Senior Life. The committee noted that the letter was sent at a time when there were only two days left under the terms of the management agreement to request changes. More important, the consensus of the committee was that this matter was not within the jurisdiction of the liaison committee and should be presented in the first instance to the finance committee. I agreed to send a letter to this effect to Carl and on September 29, I did so.

We also discussed Lorraine Greenfield's suggestion of a committee to deal with problems of changing the NewBridge culture so as to be more considerate of staff including wait staff. There were problems because some staff felt attacked by residents. This was true during the upset about Pam's leaving and also about responses to the parking situation.

October 17, 2017

At the October meeting we suggested to Steve that copies of parking violation warnings given to aides be also given to residents as they are the ones who usually pay the fines.

The committee noted that it was annoying that when residents opted for an additional \$100 meal credits by paying \$50, the bill from NewBridge did not show the amount of added credit. Steve responded that the program for billing is an outside program and the cost of changing it to show the credit would be \$70,000, Moreover, he said that NewBridge will, in any event, soon change the computer program.

A member of the committee noted that recently there had been numerous mistakes in announcements, e.g. mislabeling of Mimi Kirsh's death (by calling it Muriel Broad's shiva), wrong dates of flu shots, etc.

Members of the committee pointed out that the 4.95% raise in fees was rounded off in the October bills and that this should not have been done. Steve agreed and said that corrections would be made in the next bill.

Steve brought up a problem of criticism by residents of the chef and that the chef had become sensitive. After considerable discussion as to how to protect the chef from untoward criticism, the committee voiced support for the chef and asked Steve to inform the chef of such support. The committee recognized that Steve had made many efforts to consider the resident's interest in the matter.

November 14, 2017

Prior to the November 14 meeting, a member of the Social Action Committee indicated that committee was concerned that the wait staff had to provide pens for the bills given to residents for signature. When this was brought up at the meeting, Steve indicated that pens had been provided to wait staff and that they did not need to provide them. Apparently, the Social Action Committee had been given the wrong information.

We also discussed unhappiness of some residents who moved to other facilities within the continuum and were unwilling to recognize the danger to themselves and others in remaining in independent living , e.g. fires on stoves, without full time aides.

The need to charge for transportation in wheelchairs was also discussed. This was reported to be a sore point for a number of residents.

November 28, 2017

At the November 28 meeting we discussed the change in personnel in the program department.

December 12, 2017

At the December 12 meeting we again discussed the charge for transportation in wheelchairs to meals, noting that perhaps a difference should be made for temporary need for such transportation and permanent need.

We also discussed Lorraine Gordon's suggestion that there be meetings of residents without administrators where all residents could talk. The committee noted that under the Nilma bylaws there is a method for calling such meetings

January 18 2018 joint meeting with three members of the Social Action Group

Concerned about repeated reports of rudeness by residents to NewBridge staff, the Social Action Group requested that three of their members meet with the Liaison Committee to discuss the matter. Evelyn Botkin, Frankie Wolff and Barbara Okun met with the Liaison Committee on January 18th and suggested that a Resident-Staff Task Force be created to address this sensitive issue. Evelyn Botkin also pointed out that some of the difficulties may have arisen because of lack of knowledge of different cultural mores among the staff and residents.

Although the joint group recognized that it is extremely difficult to change behavior patterns, especially those of older people, we approved the idea of a task force to foster improved relations between residents and staff. We suggested that its composition include some NewBridge staff and that residents who would like to serve should also have an opportunity to be included. It was the consensus of the meeting that Evelyn Botkin and Steve Colwell were to organize the task force, that Nilma be informed of the proposal and that at their floor meetings, Nilma representatives inform residents of the proposed task force and also inform them that if they wished to serve, they should get in touch with Evelyn Botkin or Steve Colwell.

As part of this process, we also suggested that there be some program or community meeting at which our residents and staff could learn about our different cultural mores.

February 13 meeting again with the same three members of the Social Action Group who had met with the Liaison Committee in January

We again discussed the question of rudeness to staff and it was decided that a task force was probably not a good idea. After much discussion a letter to the residents seemed to garner more support and after additional discussion it seemed the best solution for the time being was a letter from the Social Action Group and the Liaison Committee to be sent with Steve's weekly letter. This was accomplished last Friday as you all know having received Steve's letter with a copy of the "Don't Be a Bystander" letter, the joint letter from the two groups.

We also discussed the procedure for finding a replacement for Janet Gottler and whether the position would be a full time one. The committee urged that there be resident input in the replacement process.

In conclusion, I would like to remind you that if any of you have matters that you think should be discussed by the Liaison Committee, I urge you to let me or other members of the committee know.

Respectfully submitted, Raya Dreben, chair of Liaison Committee, March 8, 2018