

MINUTES OF NILMA MEETING -- July 10, 2014

Call to Order - Len Green

The meeting was called to order by President Len Green at 2:00 pm.

Present at the meeting were:

Representatives: Len Green, John Averell, Raya Dreben, Jay Berkson, Arnold Heiger, Gloria Learner, Bob Sandman, Howard Cohen, Susan Waxman, Betty Rosencranz; Jerry Sands came later in meeting.

Marilyn Stone, past president; Steve Colwell, Executive Director NBOC; Gerry Berenholz, Guest.

Approval of June 12, 2014 Minutes

Motion was made by Betty to approve the minutes of the June 12, 2014 NILMA meeting and seconded by Sue. The motion passed unanimously.

Finance Committee—questions by NILMA Reps of preliminary 2015 budget

Jay Fialkow has notified Len that the Finance Committee has not completed its study of the proposed budget, and has asked to postpone their presentation until August or September. Len asked members to save their notes on the subject until that time.

Discussion on Motion approved last Nov. on changes which affect IL members' living standards -- All NILMA members

Len introduced the discussion of the resolution in question, which was passed in the November 14, 2013 NILMA meeting. He has received a number of comments widely varying in content with opinions such as: retain the resolution; modify the resolution; we have not been acting in accordance with the resolution; repeal the resolution as unworkable. A copy of the resolution as offered by Arnie Heiger and passed, was distributed. Len read the resolution for all to hear, as well as displayed it on screen. A frank discussion ensued, including the issues mentioned above. Both Len and others pointed out that NILMA does not have the power to "approve" or "veto" changes, but is advisory only. It was also pointed out that Steve has the best interests of residents as an important objective, and as executive should have the right to make timely changes without being hindered by too much red tape, but will and should be sensitive to issues that may need prior discussion at some level. Steve expressed his appreciation of the concern that residents have about change issues. He prefers to make decisions that, after implementation, are subject to discussion, review, and possible request for reconsideration. He stated how difficult it is to decide what are "hot" items. Further discussion ensued involving examples of how to proceed in practice under a modified resolution. Arnie pointed out that it is wise to have a definitive resolution on the books that would stand as policy in the future, even under different administrations.

Raya Dreben offered the following amended version of the current resolution [changes underlined]:

I move that any proposed substantial change in NBOC policy by management that directly affects the living standard of residents of Independent Living be brought to a committee consisting of the President and Vice President of the NILMA Board and the Executive Director who will determine by majority vote if the proposed change needs to be presented to the NILMA Board for discussion before implementation.

The motion was seconded by Jay Berkson. The motion was passed with 8 in favor and 2 opposed.

Bob Sandman offered the following motion:

I move that the previous resolution be rescinded.

The motion failed for lack of a second to it.

Signage on Great Meadow Road -- John Averell

Vehicles entering NBOC from Route 135 eventually reach a Stop sign at Great Meadow Road, with a choice of left or right turn. There is signage 60 feet before reaching the Stop sign with 11 text descriptions, four to the left and 7 to the right, but not visible from a stopped vehicle. No one unfamiliar with the area could have digested the directional information before coming to a stop. Many of his floor members have seen or spoken to taxis or trucks or cars who asked for information on which way to turn. His suggestion is to move the sign to a place visible to a stopped vehicle at the Stop sign. This might be to the right of the wall across the street from the sign.

John Averell offered the following motion:

I move that the sign be moved to a place visible from a vehicle stopped at the Stop Sign.

The motion was seconded by Bob Sandman. The motion does not include a specific location for the sign.

Bob pointed out that the descriptions on the sign were insufficient to direct visitors to their destinations, and suggested improving the descriptions on the sign. Steve asked that we vote the motion and leave the question of change in signage to him and Tom West as a next step. NBOC is limited on text size and number of signs, and are maxed out currently.

The motion was passed unanimously.

John offered comments from floor members on other roadway concerns: repainting of crosswalks and speed bumps. Steve stated that this is scheduled for immediate work, as outlined in his latest letter.

Report on Medical Practices Committee -- Gerry Berenholz

According to the minutes of the November 2012 NILMA meeting, "The purpose of the Medical Practice Committee is to promote high quality medical care for all residents at NewBridge, both those within the Practice and those who are not part of the Practice."

In short, this is a NILMA committee serving as the liaison between the residents at NewBridge and the Hebrew Senior Life medical practice.

The 2014-2015 Medical Practice Committee met for the first time on June 26, 2014. This was primarily an organizational meeting for the introduction of the members and an overview of the Medical Practice at NewBridge.

The members of the committee are:

Jodi Berkowitz
Marie Clarke
Gitty Green
Carol Halfon
Harold Learner
Art Luskin
Sylvia Schatz
Leo Stolbach
Richard Winneg
Frankie Wolff
Gerry Berenholz, Chairperson

The terms of service have been staggered, so that approximately one-third of the members will be replaced each year.

In addition, there are three ex officio members:

Stephen Colwell, Executive Director, NBOC
Helen Chen, MD, Chief Medical Officer, HSL
Joanna Shapiro, Administrative Director, Dept. of Medicine, HSL

Linda Bleakney, the Office Manager of the Medical Practice was present at the Medical Practices meeting and gave a brief orientation to the Practice. We were particularly interested in the instructions for After Hours Calls given to Practice members and asked that HSL develop a similar list of instructions for non-Practice members.

The Committee urged Dr. Chen to resume regular publication of the Medical Practice Newsletter, since this has been an excellent source of information from and about the Practice. There has not been a newsletter since January of this year. Dr. Chen has indicated that she would make a personal commitment to the committee and to the NewBridge residents that HSL will resume publication of the bimonthly Newsletter.

The next meeting will be on August 28. At that time, Fran Hinckley, the Chief Information Officer at HSL, along with Maxwell Agyei, RHIA, the Director of Health Information Management and the Chief Privacy Officer at HSL will be present to discuss the flow of patient information between the Practice and area hospitals, eg, BI Needham or BIDMC in Boston. Based on the committee findings from this presentation, we might recommend their coming to a Community meeting in the future.

In addition to this report, Gerry also announced that Shannon Scolaro will be leaving, and will be replaced by Diane Horan, Nurse Practitioner, who you know. Diane will be coming three days a week. Shannon asked to leave because of the long 90 minute ride from her home each day.

John Averell commented that his floor meeting members expressed a need for a detailed printed list of rules and services provided support by NBOC transportation and security options to get to and from health center, any charges for services, and urgent care vs emergency services. Steve suggested that a previous 7 page document that explained these issues should be updated and reissued to residents. He will work with Gerry to provide the documentation.

Sue asked whether these services are all available to residents who are not members of the NBOC Medical practice. Steve replied that the first thing a resident should do is contact his or her Primary Care Physician, whether the NBOC practice or an outside one. In emergency cases, security will get you to a hospital for care. Marilyn asked about information on Urgent Care policy. HSL is putting together a newsletter which will be issued shortly, containing details gathered about Urgent Care places and other relevant information. She would like to defer questions until distribution of all this information to all residents by newsletter. This will include information about hospital communication during emergency situations. John reminded everyone that if your insurance company does not cover the services you receive here (such as blood pressure, finger stick, therapy) you will be liable to pay HSL for the service.

Gerry asked that anyone with questions should submit them in writing or by email to her so that these can be studied and answered by the committee.

Height of seating in Women's Rest Rooms -- Gloria Learner

Gloria passed out copies of a report on toilet seat heights and grab bars, which was surveyed by Hal Learner and added to by John Averell. The report can be summarized as follows:

Apartments and unisex public restrooms in hallways, 18" height and 2 bars.

Men's Rooms in Centro, Main Desk area, and Nosh have at least one stall with 17" or 18" height, 2 bars.

Centro and Nosh have 1 stall each with height 16" or 17" and no bars.

Women's Rooms all have at least 1 stall with 17" height and 2 bars.

Centro, Nosh, and Main Desk have 13 stalls with height 15" and one bar (all diagonal but one).

[Shirley Averell rechecked Women's room bars on July 13.]

Gloria related an incident reported to her of one woman "trapped" in a restroom because she could not get up and could not contact anyone. (She is reported to have managed eventually.) Gloria asked that additional bars be added to the stalls. She also took note of the wide disparity of seat heights, especially in women's rooms, and recommended that seat heights be standardized.

Steve stated that he has consulted with Tom West, who has suggested two possible improvements: add seat extenders to raise the effective heights to 18"; pull toilets off and add extensions to the base to raise the whole toilet. A plumber will make one each of these modifications for residents to test the effectiveness and desirability, and also determine the costs of modification.

Residents will be asked to test these to determine what should be considered.

Len took the opportunity to express to Steve Colwell, on behalf of the NILMA council and all residents of IL, congratulations and thanks to the whole culinary staff for the outstanding work on two impressive events recently. He asked that this be expressed to Sal and his team. (Applause from all.)

Trouble with Internet and Phones at IL -- All NILMA members

Betty: floor members report phone rings and no one is there; voice mail messages are not available for as much as a day. Not much on email.

Howard: list from 10 cottage members. Len asked him to hold onto list for now.

Jay: 2 apartments have weak WiFi signals.

Arnie: A number of reports similar to Betty's; report that people say they called and no answer, despite person being there at the time. Some people get wireless reception in one room but not in another.

Marilyn: noise, clicking in background. Pleased with Comcast. Late messages. Widespread problem.

Raya: No dial tones reported by several residents. No messages. Busy signals reported by caller when she is not on phone.

Gloria: Missed calls, late messages.

Len: Seems mostly telephone problems. Fewer internet problems being reported.

Arnie: problem with new TV. IT could not help. Comcast fixed and didn't charge (!!), gave credit.

John: asked Steve who supplies our telephone service, Paetec? Steve does not know offhand. John asked if this was a time to bundle phone service with Comcast. Steve answered that this would be a major cost shift and would result in more charges that would go to Comcast rather than retained within our community.

Steve will give list of problems to Bob Pierce who will be made aware of the possible need for additional support, as promised.

Old Business

Betty reported that some members have found shortage of parking for visiting families and guests when an outside event is scheduled and some parking is cordoned off. Steve will address this issue. He pointed out that residents always have priority even in cordoned off space.

John reported comment from floor about illegal parking by unregistered people, for long term, with no apparent enforcement by security. Steve is aware of a few reports. In fact there have been a couple of cars towed after a number of warnings.

Jay reported that some residents are parking long term in handicapped spaces. Steve agreed that there have been a few residents that have been somewhat obstinate about not using handicap spaces long term. These spaces are meant to be used as hot spaces, temporary loading/unloading, by residents. He will continue to check this out.

Raya brought up past plans for people who wish to visit people in Rehab. Steve forwarded question to Medical Committee. Rabbi Judi has been asking patients if they want visitors, but she has been away quite often recently. Also patients who initially do not want visitors often feel differently a few days

later. Other plans have been suggested. However Steve is not able for legal reasons to release personal information about patients without specific request from patient.

Arnie suggested putting a request line on the food menu for each patient to use daily. This would involve a lot of extra work by concierge to sort and correlate requests. Alternatively a note to patient to call the concierge and ask for visitors.

Steve will work with staff to evaluate these suggestions, along with the previous plan of designating a neighbor as point person for RSU patient requests.

New Business

Jay asked that the Villa lobby doors have longer opening times. Steve asked that Non-Stop Shopping be called with request for engineering.

Adjourn

Jerry Sands moved that the meeting be adjourned. The motion was seconded and unanimously approved at 3:30 PM.