

AGENDA NILMA MEETING

JANUARY 8, 2015

2:00 PM

GREAT MEADOW HALL

Call to Order

Len Green

Approval of December 11, 2014 Meeting Minutes

Observations of the NewBridge Dining Experience

Jeff Feldman

Old Business

Pool Rules and Enforcement

Jerry Sands

New Business

Adjourn

## Call to Order

Len Green

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

Present: NILMA members Len Green, Raya Dreben, John Averell, Jay Berkson, Arnie Heiger, Bob Sandman, Gloria Lerner, Howard Cohen, Sue Waxman, Jerry Sands, Betty Rosencranz;

Also present: Steve Colwell, Marilyn Stone.

## Approval of December 11, 2014 Meeting Minutes

Motion was made and seconded to approve the minutes of December 11 without change. The motion passed unanimously.

Len thanked Steve and the Maintenance crew for successful completion of signage at the intersection of the Great Meadow Rd circle ingress, as had been Suggested by John Averell.

## Observations of the NewBridge Dining Experience

Jeff Feldman

Jeff shared his observations over the six weeks since he has joined NBOC.

On service -- Centro used to have 21 staff on the floor; now there are 13 to 16. This is a major problem. He and Rhetta will initiate a staff training session on Saturday, January 24, with mandatory attendance. As part of the tier system, this will allow higher tier staff to help and train newcomers.

Jeff pointed out that in a restaurant he opened (Brio), servers make substantial tips, raising their effective earnings to about \$40/hour. So there is little incentive for our servers to remain employed here. This is why the 25% turnover rate now.

Jeff observed that in restaurants with older servers, there is more engagement with older customers, with exchange of mutual concern and interest of personal and family matters. Here there is no server/member interaction. A new supervisor for Centro is planned, and it is hoped that this will improve interaction between server and resident.

Len said this this is not meant to be a critique session, but rather an opportunity for Jeff to express his early observations and thoughts about possible improvements. Sal felt that comments from the council would be appropriate.

Len asked, concerning the shortage of staff, if the six new hires are in place now. Jeff said that three are and three are being trained, but did not know when they would be on board.

Betty asked if servers could bring the check at the same time they bring dessert, reducing wait times. Sal said that since servers usually make up the desserts themselves, it would require an extra delay to prepare the check also. However, Sal will consider the suggestion.

Howard asked about using agency temp servers. Sal replied that they do not take orders, make out checks, or deliver orders. They do reduce the burden on regular servers for simple tasks that need to be done.

Jay suggested eliminating the bills completely. This would reduce time considerably. Steve discussed at length why this would be a major change in the model of food service for kitchen, servers, and charges. After considerable discussion, John pointed out that such a complete change in the way food service is set up would be a massive overhaul at this point with many details, and not a matter for casual discussion.

Bob noted that the longest delay seems to be between serving of the entree and the time dessert can be ordered. Then the serving of the dessert takes another long time and then the check comes. Bob suggested that if more servers could come earlier and speed up the process, that a second seating on tables would reduce stress on the servers. Steve said that the server takes additional time to prepare dessert and bring it to table, unlike the ordering of entrees, where the server now is free to serve other tables after placing the order.

Jerry gave the model used in rehab, where the whole order is placed initially, including dessert and beverage. This practice would not preclude changing your mind later. However he proposed trying it out to see if this model is workable, since it would speed up service considerably. Len pointed out the Prix Fixe menu uses this model now. Sal agreed to try such a plan, listing all items for checkoff on ordering for a few days. Sue wondered what to do if one is too full to eat the ordered dessert. Several people suggested bringing it home in that case.

Len summed up by stating that almost all discussion boils down to recruitment and retention of staff. Sal basically agreed. Career paths and education are major decisions the younger staff members have to consider. Rhetta is not responsible for recruitment. Caitlin (HR) is responsible for getting leads and setting up interviews.

Betty asked why pre-plating desserts could not speed up what is now often an incredibly long process. Sal stated that it is the number of plates that each server now has to handle. In answer to Jay's question, Sal said that there is still open the position of Supervisor in Centro to replace Rhetta who was promoted to Asst. Manager.

Marilyn brought up the issue of finances to improve server hiring and retention. Steve referred to the new tier system, which starts at minimum wage and increases incrementally as new skills are learned and applied. However, his opinion is that the environment at NBOC has been shown to keep various staff at all levels from leaving to higher paying jobs. Steve feels that ultimately once sufficient staff can be deployed, most of our problems, including turnover, will be reduced substantially.

Len finished discussion by saying that the Food Committee has jurisdiction on many of these issues, and NILMA discussions are useful to lay out residents' comments and suggestions for consideration.

## Old Business

### Pool Rules and Enforcement

### Jerry Sands

Jerry explained that he has been disappointed about finding the condition of the pool as he goes there every morning. His observations are summarized on the slide he projected.

#### OBSERVATIONS OF THE NEWBRIDGE SWIMMING POOL

1. ORIGINAL RULES REQUIRED MEMBER TO ACCOMPANY GUEST
2. NILMA VOTED TO RELAX THIS REQUIREMENT
3. EVERY MEMBER/GUEST PROVIDED POOL RULES
4. THESE INCLUDE REQUIREMENTS FROM DEDHAM BOARD OF HEALTH
5. RULES ARE CONSTANTLY BEING IGNORED
6. POOL WAS DESIGNED FOR MEMBERS -- MANY TOO FRAIL TO USE GYM
7. GUESTS NOT FOLLOWING RULES CAN JEOPARDIZE HEALTH OF MEMBERS
8. DESPITE STATING NO FOOD/DRINK ALLOWED, BASKET IS ALWAYS FULL
9. AN AUDIT WAS TAKEN 12/24 to 1/1 WITH 186 BADGED IN AND ONLY 36 SIGNED IN

Jerry expanded on details in the above list. He is very concerned about getting a disease from the pool, since he himself is a regular user and was infected with a very serious rare pneumonia that he still is being treated for. The following set of rules was drawn up to protect residents and all users from health risks. Some of these rules are part of the State health rules, or of the Town of Dedham. Everyone entering the pool is required to sign into the logbook. This allows us to help ensure that rules are being followed, and if not, who may be at fault.

#### ADDITIONAL POOL RULES REQUIRED BY LAW

- NO PERSON IN DIAPERS CAN ENTER POOL
- NO PERSONS WITH SUB-EPIDURAL TISSUE, CUTS, BLISTERS, COLD, COUGH, OPEN SORES, BANDAGED WOUNDS, INFLAMMATION OF EYES, EARS, NASAL PASSAGES CAN ENTER POOL
- CONSUMPTION OF FOOD/BEVERAGES SHALL NOT BE ALLOWED IN POOL OR DECK AREA
- NO SPITTING, NOSE BLOWING, URINATING IN POOL
- NO PERSON CAN ENTER POOL DURING ELECTRICAL STORMS
- NO JUMPING/DIVING IN POOL
- NO SOILED BATHING SUITS ALLOWED IN POOL

Jerry stated that many people are ignoring these rules. Many residents are frail, unable to use gym equipment. Their only exercise opportunities are in the pool. Not following rules is putting their health in jeopardy. The pool is primarily for the benefit of the residents, not for other family or guests. Jerry suggested that he would like to see the pool restricted to residents only and not to family or guests.

Steve said that he could put together a very strict set of rules, but pointed out that there is usually wide discussion before putting them in force. Jerry asked that Steve submit a first draft version of such rules.

Sue suggested a requirement that a sponsoring resident must be present if their guest is in the pool. This might reduce many problems mentioned. Jerry agreed. He said that he has worked with Christina to match observed problems with guests logged in and with badges swiped at the times in question. If it is found that some badge entries are not matched with sign-ins, Christina has sent a letter to the sponsoring resident stating that if guests are not properly signed in, the sponsoring resident may lose pool privileges.

Steve will work with Christina to determine the extent of the problem, and will work out a suggested process to ensure resident oversight of their guests' behavior. If this does not work out, a more draconian solution may have to be made, although it is not clear how or whether that can be done.

Arnie agreed with Jerry's concerns. He has informed Christina that the sign-in book is very inconvenient to use, and is in fact difficult to see. He suggested putting it on a stand with a clock visible nearby. Jerry suggested that on weekends any available security person could be stationed in the small office there to observe activities, with the understanding that they could be called away if necessary.

Steve agreed to consult with Christina and possibly David Raider about the situation to see if a short-term solution may be available, and if not, whether a longer term change in rules of usage should be considered.

#### Further Old Business:

--Jay Berkson reported that he has met with Tom West, and found that there is a line item for landscaping on campus. Jay, with the committee, will draw up plans for three sites for improvements, and coordinate with Tom West and Kevin to price out each site. The work will proceed on that basis to the extent the costs can be covered by the budget.

#### New Business

Betty summarized the contents of an email circulated by Noah Gordon on the need for personal care not to expose others to this serious seasonal epidemic of flu. Do not come to public food areas but have food delivered, without fee for the service. Steve stated that he has already planned to include the highlights of the letter, with suggestions, in his letter tomorrow.

Betty also brought up how cold the hallways are now. Steve agreed basically, but said that this happens only a few days in the year, and would be prohibitively expensive to fix since heat loss exceeds the ability to heat such hallways as the one next to Great Meadow hall.

John had a few minor comments. Walkers in Centro had become again a problem over the last month or so. However, they seemed to be cleared the previous night, so perhaps that is no longer a problem. Marilyn however found problems in Copper Beech. John requested that staff be vigilant in removing walkers from the Centro and Copper Beech aisles especially, since wheelchairs cannot maneuver around them.

In response to a question from a floor member, John found out from Brendan, the usual Main Desk operator, that rooms for meetings can be reserved both by him and by Kelly, and both from the Main desk and from the Concierge desk. This has only been available for the last two weeks. This is also available by email and one-stop shopping.

In the entrance from the garage into the Community Center, only the left door has been opening, making it very difficult for wheelchairs to maneuver through. Although one person reported it fixed, Steve will have this checked out.

Several floor members have reported that guest-house fees are too high, and are not competitive with what can be booked in local hotels/motels. This should not be a profit center. Steve stated that 75 to 80% of the time, our rates are better. Hotels offer lower rates in holiday season because more rooms become available. Several council members expressed dissatisfaction both with rates and with quality of room facilities.

Gloria raised an observation about the yellow stripes on the speed bumps incoming to the campus. She noted that they were faint and hard to see. Steve felt that that it was residual salt on the bumps that is sometimes left for a while after the road is salted for snow control. It will wash off shortly. The lines were recently painted.

### Adjourn

A motion was made and seconded, and passed unanimously. The meeting was adjourned at 3:20 P.M.

Respectfully submitted,

John Averell, Recording Secretary