

AGENDA NILMA MEETING

FEBRUARY 12, 2015

2:00 PM

GREAT MEADOW HALL

Call to Order	Len Green
Approval of January 8, 2015 Meeting Minutes	
Update on IT Staffing	Len Green
Discussion on whether the Food Committee Should report to NILMA	All NILMA Council
Discussion on \$5 transport charge for IL residents	All NILMA Council
Quarterly Report by the Finance Committee	Jay Fialkow
Old Business	
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; guests: Sal Filetti, Jay Fialkow

Approval of January 8, 2015 Meeting Minutes

Motion was made and seconded to approve the minutes of January 8, 2015 without change. The motion passed unanimously

Update on IT Staffing

Len Green

Len stated that Bob Pierce, head of IT, had accepted an invitation to report to NILMA on the status of staffing. However Bob was unable to attend today. Len instead gave a summary update on the subject, and if necessary, Bob will be invited for a March update.

IT has been considerably short-staffed for at least six months. Dave, the permanent IT person, has left and was not replaced. Raymond and Ben came for short periods, and left. Bob Pierce advised Len that with a very recent upgrade of staff, as of now, there will be two IT staff available to IL Monday, Wednesday, and Fridays and one person available on Tuesdays and Thursdays.

At Bob's request, Len asked that all floor reps advise their constituents to contact Bob Pierce directly if there is any disruption in service such as no callback, no-show appointments, unsuccessful work, etc. Bob's tel # is: 617-971-5705; Steve stated that Bob's email address is: RobertPierce@hsl.harvard.edu.

Jerry suggested calling Comcast first for help or advice on our special number, 1-855-638-2855, as they have worked well for him.

Discussion on whether the Food Committee should report to NILMA

All NILMA Council

Len introduced Sal Filetti, director of Food Services. Len extended congratulations and thanks to him and his staff for all the services and extraordinary performances during the snow emergency. Len also extended to Steve Colwell and all of his staff, security, maintenance, and engineering for all the services they provided.

Len reviewed the list of Standing Committees currently reporting to NILMA. These are: Appreciation Committee (chaired by Cynthia Shulman), the Finance Committee (chaired by Jay Fialkow), the Medical Practices Committee (chaired by Gerry Berenholz), Landscape Committee (chaired by Jay Berkson), Trust and Transparency (chaired by Nancy Kummer). The discussion this afternoon is on

whether the Food Committee, an essential committee in NewBridge, should also report to NILMA. Len expressed no preconceived opinion on this. He is responding to a number of requests from individuals and floor representatives to explore this subject. He asked that we consider what improvements could be gained by having the Food Committee report to NILMA, and what would it bring to the process.

Sue said that she was in favor of having the FC (Food Committee) report to NILMA so that members could share the comments when the FC reports to NILMA. Betty agreed with her opinion.

Arnie felt that the Chairman of the FC should make a report and express the opinions of that committee.

Marilyn felt that if the FC is part of NILMA, they would come every month with a report, and provide opportunity for floor representatives to offer comments for residents, that there would be a better interchange of ideas, and more closeness.

Len pointed out that per the By-Laws, the chairman of committees reporting to NILMA are appointed by the president. Jerry felt that whether the FC is a standing or an *ad hoc* committee, we should receive a monthly report from them, since this affects all of the residents, whose opinions and welfare are the concerns of NILMA.

Bob reported that as a member of the FC for three years, he noted that it was under the control of Sal Filetti, who selects three new members each year for three year terms. There are however no written rules or specifications for the FC. Bob felt that it does not make sense to take control of food matters from the person who is responsible for the decisions and execution.

John offered a comparison of NILMA's function in matters such as this to a parliamentary system. In that metaphor (speaking as a floor representative) the problem is that our residents feel that there is no established way for their opinions to percolate up to the FC and the administration through the normal procedure of NILMA. We understand that NILMA has no power to set or execute procedures that the Administration is responsible for, and this is true for virtually all standing committees.

Marilyn felt that food issues should be able to be discussed at floor meetings, but that at present, this is complicated by the inability to have a chairman appointed by NILMA who would be able to discuss with the council members the input from residents.

Jay asked what the qualifications are to be a member of the FC.

Sal responded that the members' duties have evolved over the years, and that they have been very diligent in helping on menus, food suggestions, and generate ideas. This was apparently not happening before he came to NBOC. On recruiting, Sal looks for people that can contribute in specific areas, whether administratively, food industrial experience, and in general diverse areas where

there are needs on the committee. For example, the Prix Fixe menu was generated by the FC.

In response to Len, Sal has some reservations about who selects members of the FC, since he needs a diverse and well-rounded group to serve together.

In response to Jerry, Sal is open to have FC chairman or other members attend floor meetings to listen and report on resident comments and suggestions.

Len asked if the pattern of the Finance Committee reporting to NILMA can be applied to the Food Committee (FC). The chairperson(s) of the Food Committee would attend and report regularly to NILMA.

Steve elaborated on how the Finance Committee differs. It does not ask for details of finance, but rather gathers overall summary numbers, ensures they are accurate, and asks what should be done strategically. The Food Committee, to the contrary, gets into the details of the Food Service, and enquires and suggests tactical measures to improve aspects of it for the benefit of residents. The higher the comfort level between the chairperson and the committee, the better it will function. At present, the aim is to solve problems, not to generate a list of them.

Marilyn explained that there is now a disconnect between ideas that residents would like to express, and a pathway to make them through NILMA, the usual channel. Steve expressed it as a need for sense of ownership back to the floors and back to NILMA. Len felt that NILMA has no input on selection of the FC members.

Jay suggested one person should be designated from the FC to report at the NILMA meeting summarizing ideas from residents.

Arnie felt that our problem now is lack of information. He suggested that it would be fruitful if we request that the (Co)Chairpersons of the FC would report to NILMA for the next few months and see if it would work out.

Jay moved that:

The (Co)Chairperson(s) of the Food Committee make a report to NILMA for the next three months, after which further consideration of the question on the agenda can be revisited.

The motion was seconded by Jerry Sands, and passed without further discussion with 10 votes for and 1 against.

Sal expressed willingness to take requests from any individuals.

Discussion on \$5 transport charge for IL residents

All NILMA Council

Len reported that Victor Furtado was scheduled, and had agreed to appear for this discussion with all details of transport fees. However, he was called away to an important police activity and is unable to attend today. Steve said that he is able to cover the discussion, since he talked with Victor.

Steve detailed the original planning for Independent Living (IL) residents. The agreement that we all signed was that transportation would be provided free to doctor and medical appointments within five miles. Internal transportation was not specifically part of the agreement. The belief was that being "independent" meant that you could get yourself to wherever you need to go. If you need help from another source, it is up to you to decide how to provide that assistance, whether hiring someone, paying for it, or move to Assisted Living. What was not included was actually providing assistance above and beyond. At the time, the concept was that the vast majority of people would not need assistance. What was deemed appropriate was that individuals would pay for the services that they would need.

NBOC had been working with JVS students, training disabled people to do jobs here and elsewhere. NBOC agreed to have one student provide internal transportation for a two month period, free to residents. There was nearly a tripling of requests for assistance then. In one instance an individual requested six trips in one day to various destinations. In another, a handicapped person requested transportation when the spouse could have provided it.

Currently, Victor provides transportation of employees from their parking lot to facilities, so that he can readily fit requests from Cottage Residents for transportation to the main buildings with little or no increase in Security's schedules. Conversely, "getting a wheelchair" is much more complicated, often very specific to the individual and the chair. Victor says that providing wheelchair transportation is about a 20 minutes commitment for each trip. In emergencies, security may not be available. Steve suggested that \$5 is an appropriate charge for taking an employee out of service for that time, considering wage and benefit cost. Steve stated that probably some new employees would have to be hired, meaning some additional cost to monthly fees, to provide free internal transportation.

Jay asked if any new employees had to be hired for this. Steve said no. Steve related that probably 50 to 100 people have used the \$5 transportation trips over a month period.

John asked whether in the examples of overuse of the JVS student included non-medical destinations. If the requests for free transportation were limited to medical destinations such as Physical Therapy and the Health Care appointments, would that improve the situations. Steve asked how security would distinguish the destination as "medical".

Betty said that when a request is called for a wheelchair, that the destination be identified as medical, otherwise a charge would be levied. Steve asked why the distinction of destination if the person is in fact unable to transport him/herself.

Sue pointed out that cottage residents were guaranteed free transport to the Community Center at all times. Outside transport, only for medical reasons within 5 miles, was guaranteed. Sue expressed her opinion that independent living entailed responsibility of an able person in a residence to take care of a dependent person.

Steve stated that this is a problem for us, the residents, to figure out. You desire to have a waiting list of vibrant new people who are independent. The more we create additional services for dependent residents, the more this becomes an assisted living place.

Marilyn said that she has two friends that had pneumonia and flu who could not get to the Health Center. She personally objects to them having to pay when they are sick and need help. She would separate medical transportation from anything else.

Betty asked if Marketing is relaxing requirements for independent living. Steve responded that we residents are relaxing them. Len felt that the problem is inconsistency in the way that transport charges are applied. Steve said that Victor is just being nice. He has responded as best he can without charging.

John responded that from the beginning Marketing has accepted some prospective couples in which one member is not independent. This continues to this day. He felt that there has been an inconsistency in this practice.

Steve pointed out that the fee for internal transportation has been part of the Members' Handbook from the beginning. John felt that the rule about free transportation to a medical appointment within five miles allows the opportunity to specify this particular offer for internal as well as external medical appointments.

Len stated that it seems there is a widespread desire by residents for a change. He suggested that what we are asking for is a clearer delineation of what charges are to be applied, and under what circumstances. Steve expressed an inability to determine exactly what NILMA and the residents want; what changes if any to present policy.

Betty moved that:

The fee for transportation be removed specifically for personal medical needs to internal Health Care destinations.

John seconded the motion.

Jerry pointed out that we would all end up subsidizing 5% of the residents for the additional cost of labor to implement it. He felt that spouses and neighbors can be willing to help out in these circumstances. Steve clarified that the additional cost is not large, but that he is very concerned about using Security personnel for the purpose, since any emergency coming up might require them not to complete the task.

Arnie moved to table the motion on the floor while the details of the motion can be explored and clarified.

He made a motion to table the motion currently before the council until next meeting.

Motion to table was **passed** unanimously.

Arnie offered to work on clarification and amendment of the original motion, and invited input from anyone to him on the subject.

Quarterly Report by the Finance Committee

Jay Fialkow

Jay submitted the following report:

Budget operating revenue for fiscal 2015 is 14.585 M\$. Ebita should be 762 K\$ rounded.

Sales of units should produce 9 M\$ rounded, with debt service budgeted at 6.3 M\$. If we meet the budget, we should end up with 2.7 M\$ in cash, together with the cash reserve we are holding of 32 M\$.

At the present time we are about 13 K\$ over budget for the first quarter. January will probably go over budget with snow removal and dining room problems.

Snow removal: we have budgeted for 57 inches, and we are obligated to pay 2.7 K\$ per inch over. It appears we may end up with 70 or more inches for a net additional expense of 50 to 60 K\$. We will get the results of Culinary expenses through January by March 1.

Jay reported that "management has done a good job, and we appear to continue to be in good financial shape".

Old Business

Jerry reported on the swimming pool status. He and Christina together reviewed the problems that Jerry enumerated. Jerry prepared an abbreviated list of rules, satisfactory to Christina.

Christina will plan to have a re-education for all members. She will ask Steve to include her on a Community Meeting agenda to present it.

John asked Steve why the automatic door from garage to Nosh is still not working on one side. Steve asked Tom West, who reported that they are waiting for a part to be delivered, after which it will be installed.

New Business

Steve asked to bring a proposal to NILMA for feedback from the floors. During snow emergencies, would it be possible to ask that cars parked in the edge spaces pull forward into empty tandem spaces, allowing employees temporary parking in the garage. This would allow street and lot plowing to proceed. This would be done through issuing a pass to an employee with in-date/time and out-date/time when they would have to leave. Their normal ID cards would authorize entry into the garage.

Arnie asked if a phone number could be posted on the cards so that he could call if he had to get his car out. Steve said yes.

Raya suggested that Security could keep the keys available to move cars if necessary.

There are details to be worked out on who pulls forward. Nancy Sullivan has a list of available parking spots.

Len noted that this is a good idea, and worth implementation.

Adjourn

A motion to adjourn was made and seconded, and passed unanimously. The meeting was adjourned at 3:30 P.M.

Respectfully submitted,

A handwritten signature in cursive script that reads "John P. Averell". The signature is written in black ink and is positioned above the typed name.

John Averell, Recording Secretary