

AGENDA NILMA MEETING

MAY 14, 2015

2:00 PM

GREAT MEADOW HALL

Call to Order

Len Green

Approval of April 9, 2015 Meeting Minutes

Report by Food Committee

Herb Schwedock

Sanitation at NBOC

Sal Filetti

Report by Landscape Committee

Jay Berkson

Old Business

Update on nominations for floor representatives

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;
with Steve Colwell, Marilyn Stone.

Approval of April 9, 2015 Meeting Minutes

Motion was made and seconded to approve the minutes of April 9 without change. The motion passed unanimously.

Report by Food Committee

Herb Schwedock

Herb presented his report of the meeting of May 6 of the Food Committee.

Food Survey - There were 105 food surveys returned at the wine and cheese party. The purpose of the survey was to set a base line for the "Lean Project" introduced by the Culinary Department. The Lean Project will observe the kitchen, food purchasing, staffing, etc. to hopefully improve our dining experience [see below]. This will take place over a period of months, bring about change, and correct problems as found. There will be other food surveys done to check on progress. The food survey showed a drop in all areas of resident satisfaction with the culinary department.

A new Director of Human Resources, Tricia Sheehan has recently been appointed. Sal Filleti has discussed our problem with her, and she will try to speed up our hiring of new staff. An open hiring event was held on May 6, 2015. As of this moment there are 6 new hires for Centro, 2 bus people and 1 new server for Nosh. They will all be starting shortly.

The question of a scholarship fund to help retain our college students and lower turnover was brought up. Sal said this will be discussed at the next finance Committee meeting, so the item was tabled.

Samples of the new Summer Lunch Menu were brought to the meeting by Eileen. After the tasting, the items were discussed and some possible changes offered.

Tom Hollyday reported on the Buffet sub-committee. The group met in Centro and along with Tom West examined possible locations for the new buffet and carving station. No decision has been made because of various structural changes that would be needed.

Jeff Feldman reported on the Iron Chef events. Our residents seemed to be pleased with the food choices, and suggested they be held periodically. The possibility of a dessert event was also suggested.

Tom Roberts our new Chef de Cuisine told of his first few weeks at NewBridge. He was very pleased and excited to be here. He planned to give more leadership to the cooks as things become more familiar.

Reservations were discussed. Reservations for 4 or more have been working out very well. The possibility of a cap on any reservation time (5:30, 5:45, etc.) was discussed to reduce the number of meals that have to be prepared at any one time. By capping reservations the kitchen isn't inundated with 75-125 orders at the same time.

A discussion of recommending the program time to go back to 7:45 pm was discussed. This would also relieve pressure on the kitchen. Sal will discuss this with David Raider.

Jeff Ingber reported on the Israeli Independence Day Dinner in Nosh. Original reservations were for 38 guests. The next day the reservations were up to 61, and the day of the event 88 people showed up. This was 27 more people than was planned for and they all had to be fed. It was hectic and rough on the help, but they all worked together and did a great job. There was some discussion of possible reservations only at these functions. The idea was tabled for future discussion.

There were 196 guests at the Jewish Con Salsa. There were some problems with the entertainment and the food, but most guests had an enjoyable evening. The cocktail party at the beginning of the evening was thoroughly enjoyed by all. It was suggested by many residents that an expanded cocktail hour would suffice at a future event instead of a cocktail hour and a dinner.

Herbert Schwedock, Dorrit Senior, Co-chairs, Food Committee

LEAN PROJECT

Lean is a management strategy that is applicable to all organizations because it has to do with improving processes and removing waste.

In the upcoming months, the culinary team along with the process improvement team will be using lean system analysis to review our current system & model of service, to identify where the problems lie share data, root causes and actions plans for process improvement.

How this Works:

- 1.) Step 1: reviewing the dining process in Independent living,
- 2.) Step 2: measuring the current dining conditions,
- 3.) Step 3: analyzing time and volume data to identify what is causing the problem.
- 4.) Step 4: Identifying what needs to be improved to meet desirable results

Marilyn asked when the tabled discussion of reservations for planned meals will come up again. Herb said next meeting in June.

As to the relocation of the buffet, Herb said that Tom West has gone over various possibilities of modifying the present configuration, some of which would require structural changes. No decision has been made at present.

Jerry brought up the issue of changing again the program start time to 7:45 to relieve pressure on the kitchen. There was discussion about how this would impact diners, as well as the kitchen. Centro is open until 8 PM for dinner. Since the program start time is not part of the Food and Beverage control, it was agreed not to discuss this at present as a food committee question. The next month report may have more on the subject.

Sanitation at NBOC

Sal Filetti

Len opened by saying that he had received an anonymous letter expressing several problems observed by a resident in food services. Jeff Ingber read the letter. It expressed concern that lax practices could someday lead to diseases like dysentery. Several examples were given. Reuse of cutting knives without proper cleaning. Not changing gloves between different actions or touching their hair, for example. The letter urged proper training for all staff handling food.

Sal responded to the observations in the letter, indicating that what was not apparent was that, for example, the solution that a knife was placed in was a sanitizing solution, not just pure water. The staff is well trained and very diligent in glove use. Gloves are changed whenever cross-contamination is possible.

All food service managers are state-certified in food preparation safety. The managers also train the staff in procedures to ensure proper safety. If however anyone sees a situation that seems risky to safety, it should be reported to a manager with specific details observed.

Sal stressed the importance of observing time-at-temperature restrictions. Strict adherence to keeping foods either below 41 or above 135 degrees, as appropriate in our buffet, limits the time servings can remain on the buffet table.

Sal agreed to further training and observation of staff in safety processes.

With regards to observations of uncleanness of floor and tablecloths on the Mothers' Day buffet as time went on, Sal stated that understaffing was a particular problem that day.

Len suggested that if you observe problems in food service it would be more efficient to address a report directly to Sal or to a Council representative, rather than an anonymous note.

Report by Landscape Committee

Jay Berkson

Upgrading of the landscaping will begin next week.

- 6 large evergreens in the area between the North villas and the North building
- Preparation of plant bed in the mezzanine island of P1 parking. Planting will come at a later date, with reconfiguration of irrigation.

Raya asked if the straw bundles can be removed from the atrium area. Jay responded that these Japanese grasses are scheduled for later culling. He will speak to Kevin to try to move this up.

John asked who is on the committee and how often do they meet. Jay said that Dorrit Senior and Judy Stavis are on the committee. They will meet together in June to plan a perennial garden in place of the windscreen near the fence.

Len, on behalf of Jeanne Stolbach, invited residents to attend the upcoming MLCRA meeting on Monday, May 18, from 11 AM to 12:15 PM for a keynote address.

Old Business

Update on nominations for floor representatives

Len gave a short update on nomination process and status.

There are four Voting Units having elections and all four have had floor meetings at which nominations were made for either reelection or replacement.

Ballots have been printed and distributed by Hal Learner and his staff. Voting has already taken place. Voting must be completed by May 21. At that time, the Nominating Committee will count the votes and notify the President of the results.

The winners will be promptly notified, and the results posted at mail rooms and bulletin boards.

Elected representatives will be seated and take office at the NILMA meeting following the election, which will be June 11. Hal Learner and his staff were thanked for taking the process to this point.

Raya brought up the subject of speed bumps. Her floor meeting requests that they be lowered, since there are a lot of complaints about the height of the bumps. She urged Steve to try to get them lowered.

Steve said it could be done as a capital project, since they would be removed and replaced by another bump. He indicated that there has never been a widespread opinion about this in which there was an overwhelming support for change from the current height.

Jerry felt that many people are not using proper process to go safely over the bumps. It can be done without any problem. He felt that they should not be changed, since it could be more dangerous for walking pedestrians. Howard agreed that they should not be changed from the present configuration. Sue agreed with Howard. Too many cars go too fast even as it is.

Raya asked that representatives poll their members on this question and report back.

In answer to Marilyn's question of capital cost, Steve quoted a price from three years ago of \$6000 to \$8000 total to rebuild all of them. Len suggested that voting reps poll members and report back at the next meeting.

John asked that benches that are along the road around the whole campus be brought back from winter storage and replaced. Tom West said it is scheduled for this week.

Arnie presented the results of a vote in his floor meeting on waiving the \$5 charge for transporting resident one way to the Medical area. The motion to waive the charge was not passed: 14 against and 3 for.

New Business

Len called on John for the following request:

As an item for New Business I am going to request the creation of an *ad hoc* Committee for IT study.

For background purposes, most of you know that Jack Goldberg and I are frequently asked by residents for help on their computer, TV, and occasionally telephone problems. In that capacity, and in my own as a floor representative, we hear many complaints about the inadequacy of service from IT when residents have problems, although we are aware that we often are not hearing the whole story. We are also personally overwhelmed, especially Jack, with the extra time required in research and time to help, when and if we are able.

Most needs are for email, printers, how to run their computers, and how to connect to the internet.

The underlying problem is the disparate array of computers, Apple and Windows, versions of all sorts, machine differences, operating systems, and generally inexperience of residents with new hardware and software. The situation at NBOC is much more diverse than most IT groups are prepared to support in normal business environments.

Jack and I met with Len and Steve, and explained the desirability to work first with a few other residents with technical experience and understanding of the problems with which residents need help. We also intend to meet with Bob Pierce, and possibly his technicians, to review, refine, and add to any findings and suggestions we may develop.

We would like to define the IT needs of residents, try to delineate how, by whom, and where they can be fixed. Residents should be prepared for possible significant expenses required to meet their needs. We don't have the answers at this point, but we would like to help residents to find people and places to meet their needs.

Len stated that, based on his discussions, he is creating an ad hoc committee for study of Information Technology (IT) needs of residents, with John Averell as Chairman. He will be accepting other resident members with I.T. experience willing to help him along with Jack Goldberg in this effort. Please contact him for information. Bob Pierce, head of I.T. for NBOC, will also be involved.

Adjourn

Jerry Sands expressed his pleasure with his years on the council. He encouraged residents to take the opportunity to serve when possible. With that Jerry made a motion to adjourn. It was seconded, and passed unanimously. The meeting was adjourned at 3:50 P.M.

Respectfully submitted, John Averell, Recording Secretary

A handwritten signature in cursive script that reads "John P. Averell". The signature is written in dark ink and is positioned below the typed name of the Recording Secretary.