

AGENDA for NILMA MEETING
ANNUAL MEETING of MEMBERS
JUNE 9, 2016, 2:00 PM
GREAT MEADOW HALL

Call to Order Len Green

President's Annual Report Len Green

Approval of May 12, 2016 Meeting Minutes

Old Business

Thank You and Farewell to Departing Representatives:

Betty Rosencranz, Jay Berkson, Betty Taymor, Gloria Learner, Arnold Heiger

Welcome to Incoming Representatives:

Mike Atlas, Jody Berkowitz, David Goldman, Lorraine Gordon, Sharon Gouveia

Election of President Conducted by Len Green

Election of Vice President and Secretary Conducted by New President

Report of Trust and Transparency Committee Nancy Kummer

New Business

Adjourn

Call to Order

Len Green

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

Present: NILMA council members: President Len Green, Betty Rosencranz, John Averell, Nancy Kummer, Murray Staub, Howard Cohen, Sue Waxman, Gloria Lerner, Betty Taymor;
with Steve Colwell, Executive Director NBOC

Absent: Jay Berkson, Arnold Heiger

New Members present: Mike Atlas, Jody Berkowitz, David Goldman, Lorraine Gordon, Sharon Gouveia

President's Annual Report

Len Green

In accordance with the NILMA bylaws, I am obligated to make an Annual Report to our Members. In preparation for doing so, I reviewed the minutes from all 12 meetings of the past year. We had reports from each of the NILMA committees:

Finance, IT Support, Medical Practices, Trust and Transparency, Appreciation Committee, and, although they are not a NILMA committee, we have had reports from the Food Committee.

No, I am not going to read any of those reports, they are all available in a binder in our Library, and anyone who is interested has access to read any of those reports.

However, I am pleased to report that thanks to my predecessors: Sylvia Band, Peter Halfon, and Marilyn Stone, there were no major problems to resolve or major issues to mediate in the calendar period just ending.

I do want to take the opportunity to say a few words about the Discretionary Fund selection process we have just concluded. First of all, a reminder that the 26 items came FROM YOU out of the Floor Meetings, which were held primarily for the purpose of having all IL members make their recommendations. We certainly did not have the latitude to pick and choose which items we thought were management's responsibility, or even to exclude items which were beyond expectation, such as enlarging the seating capacity of the theatre. I completely agree with several of you who approached me directly and those who, via the Google Group, expressed the conviction that some of those items on the list were the responsibility of NewBridge Management; and I ask Steve and his managers to take note of several of the suggestions which are not among the winning ideas.

And with those comments, I report that the voting closed last Friday and the ballot choices were counted early this week by me, John Averell, Betty Rosencranz, and Rabbi Miller. There were 160 ballots voted, almost exactly one-half of the number of IL residents, which I think is an excellent response.

The number 1 choice is overwhelmingly in favor of streaming of movies into our residences. Jack Goldberg is our coordinator with an outside firm, along with NewBridge Engineering and Pam Markson. I can tell you that things are already underway for making this happen.

Next there was actually a tie in the voting for 2nd place which included renovation of the card room. Dave Raider has confirmed to me that that project is already underway and will be completed without using any part of the Discretionary Fund, so that item has been removed from consideration.

Therefore, the remainder of the discretionary fund will be spent, as needed, for the next highest vote-getter, which is fixing the doors from the garage into the service elevators on the NOSH level. I have been in contact with Tom West and he assures me that he will proceed with that fix as promptly as possible.

With that, I want to thank everyone who took the time to vote their preferences.

That concludes my annual report. I want to finish by saying that I very much enjoyed my two years as President of NILMA, and I must say that two years passed very quickly. I will continue as Floor Representative for the 3rd floor of the North building for one more year. I want to thank all of the Council Members for your cooperation and I particularly thank Betty Rosencranz for serving as my Vice President and a special thank you to John Averell for an outstanding job as Secretary. I have come to know and be friends with many of you and I will continue to enjoy those relationships. Finally, I appreciate the many kind words I heard during these two years, and I thank you all.

Approval of May 12, 2016 Meeting Minutes

Len read a request from Arnie Heiger to clarify the minutes of May 12 relating to the Food Committee report and his comments about the contract to modify Nosh to increase usage.

It is the opinion of many attendees of Nosh, that the effect of such an expensive redesign would not substantially increase attendance. What would increase attendance would be to offer better menus for Wednesday and Thursday dinners. The quality of food is excellent, and should not be diminished.

Len asked for approval of the minutes, including Arnie's comments.

The minutes of the May 12, 2016 NILMA meeting were approved unanimously as amended.

Old Business

Jerry Wyner asked to submit an update from the Acoustics Committee.

As I reported to you previously that we would do, we had the consultant who did the acoustical study in 2012 return to update conditions at Centro and similarly evaluate Copper Beech and Nosh. We asked him to calculate the acoustical capacity for seating in all three locations. I spent six hours assisting him in, among other things, measuring the reverberations at several points in each of the locations. Reverberation and cubic feet per patron are the components of the acoustical capacity calculations. Acoustical capacity is a new approach to restaurant evaluation that has emerged since 2012 when our study was done.

The results in all three rooms were both revealing and confirming. They are:

The reverberation in Centro has improved significantly and is now 0.4, a result that is within the range of good restaurant performance and indicates that any additional work would not result in significant improvement. The consultant states that with the addition of the glass wall, the noise from the kitchen, while still an offensive intrusion, is no longer a factor that has to be dealt with in improving conversation in Centro—more about that in a minute. The acoustical capacity of Centro is now right on the button with our actual capacity. However, understand that the acoustical calculation determines how many diners with normal hearing can occupy the restaurant and converse with others at a distance of 3 feet. The calculations for acoustical capacity for the hearing impaired would, if all occupants were so impaired, reduce the capacity by 50%. So, the acoustical capacity in Centro, with our mixed population, would fall somewhere in between.

For Copper Beech, the results were different. The reverberation was a poorer 0.7, almost double that of Centro. The consultant suggested several areas where the application of sound absorbent materials might improve reverberation, and thus, acoustical capacity. But still, the calculations of the acoustical capacity under current conditions in Copper Beech resulted in a figure that, for diners without hearing impairment, just about equals the current actual seating in the room.

The calculations for Nosh indicated that the current seating is about 60% of the current acoustical capacity—confirming the positive experience of, I believe, all of us who patronize Nosh.

In a discussion with the consultant at the end of his data collection, he came to the conclusion that the tipping point for Centro, where conditions reached an uncomfortable point for the hearing impaired, was probably the last 20 to 25 people who filled the seating.

As I mentioned in my previous report, there is a phenomenon amongst both humans and creatures in nature that when the background noise increases, people raise their voices, subconsciously. When a table is filled next to ours, and their conversation adds to the background, we subconsciously raise our voices, causing the table on our other side to raise their voices, and so on, and so on, as the overall sound from the room rises exponentially. So the tipping point, or straw that breaks the camel's back, could be just filling one of the long tables of ten that, because the nearby tables were already filled, would spread and increase the noise level throughout the room.

Your acoustical committee met and discussed the results in detail, and came up with some very creative and positive action items, which I have discussed with Steve Colwell in detail. Our chairman has asked me to be brief, so I will summarize here:

1. Steve recognizes our determination that noise from the dishwashing operation in the kitchen is an annoying intrusion and has asked that, while the committee has offered a number of suggested ways to mitigate the intrusion, we leave it to management to look seriously at the issue and possible solution.
2. When the acoustical committee studied ways in which to moderate the occupancy at Centro, to keep the numbers below the so-called tipping point, we realized that much of that was already in place. On Mondays and Tuesdays, when Nosh serves its popular meatloaf and carved turkey, respectively, there is enough shift in those that normally eat at Centro to keep conditions at Centro below the tipping point. The same goes for Nosh's Friday Shabbat dinner, so the problems are only on Wednesdays and Thursdays—and for the summer, the Thursday outdoor barbecue will take care of that. There are a number of creative ideas the committee has passed on to management to incentivize a shift—identify another appealing item for Nosh on Wednesday, provide 2 seatings with specials (early bird and late bird) for those not going to the evening event—all of which are material for a report for another day. But there are two specific actions:

- a. There are now several scientific approaches to restaurant seating that should be explored with a yet to be identified specialist. This might enable us to reorganize the Centro layout to minimize the Lombard Effect.

Lastly, while we may decide not to do anything about implementing them, we are inviting an engineer from one of the largest manufacturers of acoustical treatment materials to come at no cost or obligation to offer possible additions to wall treatments in Copper Beech to improve the reverberation number that is now 0.7 with specific numbers that would quantify the benefits of each addition.

Update of report of the Appreciation Committee

John Averell

The slide on screen is the summary of the Appreciation Fund status as of today.

Independent Living Receipts (Spring 2016)			06/09/2016	Expected	\$285.00
Total Contributors	321	Contributing	307	No Gift	14
Total Expected	\$91,485.00	Contributed	\$94,002.00	Reached	103%
Assisted Living Receipts (Spring 2016)					
Total Contributors	48	Contributing	29	No Gift	19
Total Expected	\$13,680.00	Contributed	\$8,660.60	Reached	63%
Memory Support Receipts (Spring 2016)					
Total Contributors	26	Contributing	14	No Gift	12
Total Expected	\$7,410.00	Contributed	\$4,045.00	Reached	55%
Total Receipts (Spring 2016)					
Total Contributors	395	Contributing	350		
Total Expected	\$112,575.00	Contributed	\$106,707.60	Reached	95%
STAFF APPRECIATION FUND DISTRIBUTION: Spring 2016					
Total Distributed		Total Qualified Employees			
\$115,000.00		264			
Average Check	Median Check	Maximum Check			
\$436.00	\$505.00	\$671.00			

As we sit here checks are being distributed to 264 Employees who have worked some hours in IL, AL, and associated MS during the six months of November through May. The total being distributed from the Fund is \$115,000. These checks represent voluntary donations from you residents in appreciation of the work and services that our many employees do for us. In turn, the residents on the Appreciation Committee are personally giving the checks to each employee. Neither NBOC nor HSL administration are involved in any financial way with this distribution. You have only to observe the employees coming through Nosh, sometimes with family members, to realize that this is a meaningful and much appreciated gift to them twice a year.

I want us all to recognize members of the Committee for their hours of labor for three or more months. To Cynthia Shulman and Peter Shapiro for overseeing the process; to the treasurers, Dick Winneg, Jack Berenholz, myself, and continued guidance of Jack Goldberg; to Barb Atlas, Sue Waxmen, and too many others to mention, for their work in Collection and Distribution.

Especially I want to thank all Residents for participation in giving during this campaign.

In response to Murray's question, John clarified that work done in the Health Care Center is not included in the distribution of checks to employees. Families and residents of HCC are not asked to donate to the fund.

Thank You and Farewell to Departing Representatives

Len Green

Len thanked each of the Representatives leaving the council:

Betty Rosencranz, Jay Berkson, Betty Taymore, Gloria Learner, and Arnold Heiger. Steve Colwell also asked to thank these five, who had already been given parting thank-you and appreciation gifts. He thanked them for all their work on behalf of NewBridge.

Welcome to Incoming Representatives

Len Green

After the departing reps were excused, Len welcomed the newly elected representatives to the NILMA council, specifically:

Mike Atlas, Jody Berkowitz, David Goldman, Lorraine Gordon, Sharon Gouveia.
These five were seated at the table and welcomed.

Election of President

Conducted by Len Green

Len asked for nominations for the office of President of NILMA for the upcoming year.

Murray Staub nominated John Averell. There were several seconds.

There being no further nominations, a vote was taken. John Averell was elected unanimously to the position of President.

Steve Colwell expressed his personal appreciation and thanks to Len for all the close council and work together to make his job as an Executive Director more effective. Len in turn expressed his thanks and appreciation to Steve for a fruitful two years.

Len then called on John to chair the remainder of the meeting.

Election of Vice President and Secretary

Conducted by John Averell

John added his thanks to Len for two years of very hard work that he could attest to in his personal relationship with Len.

John asked for nominations for the position of Vice-President of NILMA for the coming year. Sharon Gouveia offered a nomination for David Goldman as Vice-President. Several seconds were offered. David was elected unanimously to the office of Vice-President.

John asked for nominations for the position of Secretary of NILMA for the coming year. There were several seconds to the nomination. Lorraine was elected unanimously to the office of Secretary.

Opening Remarks

John Averell

Thank you to Len, as well as to our newly seated council, for allowing me to represent you and IL residents in this capacity of President.

Before proceeding to the next step, I want to express my profound thanks and appreciation to Len Green for his two years as President. I can tell you with great authority how hard Len has worked on all our behalves. Please join me in a round of applause for Len Green for his outstanding service.

I look forward to working with David and Lorraine this year.

I want to say a few personal words about me, and also to the NILMA council members.

As some of you know, for some time I was outspoken about not running for President of NILMA. I was very reluctant to have the representative (in a parliamentary sense) of all IL residents not to be Jewish, working closely with the Executive Director Steve Colwell, also not Jewish. I personally feel that the strength of this Community is the common bond of cultural and ethnic values, having been taught and practiced from childhood, while retaining a wide diversity of religious practice and understanding of Judaism, from Orthodox to Conservative to Reform to non-sectarian. I assure you all that I will continue to retain the strength of this 90% Jewish community. At the same time, NBOC is a non-sectarian community by design, and is dedicated to respecting the diversity of religious views and practices of all residents. With the help of various advisory individuals and committees for interfaith practice, I will aim to promote appropriate observances for Jewish, Christian, and non-sectarian preferences. I ask all residents to be thoughtful and understanding of all other residents, and to contribute to compromises that will be required. (Like first Day of Hanukah and Christmas, both on Dec 25).

To all the council members at the table I would ask you to be shepherds to your flock of your voting units. Please be proactive in watching out for their needs, learning their names, for

bringing their concerns before NILMA as you see fit, and to ask them how often and when they would like floor meetings. To all giving reports, please make an electronic copy (preferably) or a printed copy available to the Secretary, whose tough job I truly understand.

IT Focus Group

John Averell

John reported that a final meeting of the IT Focus Group with Eric Rogers will be held soon.

Trust and Transparency report

Nancy Kummer

This is my final report to you as Chairperson of the Trust and Transparency Committee. It has been my privilege to serve on this committee since its inception in late spring of 2012. As you all know, we started in response to a crisis, when a key staff person left abruptly and there was confusion and upset about the way the situation was handled. At the request of Lou Wolf and Steve Colwell, Peter Halfon created the Trust and Transparency Committee to address the issues of staff/resident communication and its effect on community morale.

Initially we saw ourselves as a short-term task force, unclear about both our task and our force, but we have morphed into an ongoing committee with a clearer sense of our job and direction -- even though that may not always be clear to many NBOC residents. I've come to see T&T as a kind of "think tank" here. We serve as a sounding board for Steve Colwell, our Executive Director, and the discussion goes in both directions: He brings questions and challenges to us, and we bring questions and challenges to him. Other staff personnel and other residents are invited to join us for a meeting when it is appropriate for a matter being discussed.

It is most important to note that T&T is NOT a decision-making body. This committee is advisory only. We do a lot of thinking out loud. Not being able to make binding decisions frees us to have some wide-ranging, open discussions about contentious (and less contentious) issues. In recent months we have tackled such issues as:

- * Several staff changes and realignments
- * The front desk and concierge responsibilities
- * Changes in billing procedures
- * The fire alarm in Centro -- what was handled well and not so well, suggestions for improvement
- * Feedback from residents about various problems in Centro and Nosh: Scooters, walkers and wheelchairs -- and other safety concerns
- * Ideas for welcoming new residents
- * Interfaith relations and activity planning -- this intense discussion led to Steve's convening an advisory group to meet with him, to try to lay a groundwork of Interfaith understanding and mutual respect here at NewBridge

I would sum it all up by saying that we have tried our best to make a difference in a few key areas:

- 1) STAFFING: To help administration to catch problems before trouble erupts, and to handle changes with resident participation. It is now a standard procedure for residents to participate in the hiring process for resident-sensitive positions.
- 2) QUALITY OF COMMUNITY LIFE: Everything from wheelchairs and walkers to interfaith dialogue
- 3) PROCESSES AND PROCEDURES AND RULES AND REGULATIONS: We do not establish them but we critique them
- 4) The always burning issue of THE CONTINUUM -- transitions between levels of care -- who makes decisions and when and how -- appropriate access of residents between levels of care, etc.
- 5) Communication between administration and residents: Keeping it as clear and open as circumstances permit

I know that there is an inherent tension between our stated mission of TRUST AND TRANSPARENCY and the necessity of confidentiality around some staff issues. This committee has been sworn to confidentiality when staff-sensitive issues are discussed, because of legal requirements. Confidentiality has made it possible for Steve to be open and transparent with the committee, and to ask for our input when that is possible.

In closing, I would like to thank the following residents, who are leaving T&T after a few years of solid service: Sylvia Chaplain, Bud Hurwitz, Barbara Rosenfield, Marion Sanders and Lil Starr. Thanks also to

residents who have served in the past: Helene Oppenheimer, Dorrit Senior and Harold Parritz. Five newer members who will remain on the committee to serve out their terms are: Mike Atlas, Evelyn Botkin, Peter Halfon, Billie Rosoff and Fran Winneg . Steve Colwell remains a member of the committee, in good standing. We could not do this job without him. His trust and his openness and his respectfulness have given shape and meaning to our work.

I am happy to hand over the chair to my most able successor, Mike Atlas. Thank you.

In response to questions following the report about how our community is made aware of resolutions made by this committee, Council was informed that discussions, especially those concerning staff, are confidential. Actually no resolutions or decisions are made by the committee. The committee serves as a sounding board for Steve, who explained that suggestions regarding issues discussed are referred to appropriate department heads, committees or NILMA for resolution.

New Business

Nosh architecture update

Steve Colwell

Steve Colwell met with residents and architects to discuss the budget for proposed architectural changes at Nosh. He is now awaiting a written proposal containing drawings and a description of how the project will proceed.

Staff responsibilities

Nancy Kummer expressed the confusion of her constituents regarding responsibilities of the staff, especially those of the concierge and the receptionist. Steve suggested that if a resident does not know whom to approach for help, One-Stop Shop is the number to call. Caller will be referred to proper staff person.

He further explained that former Receptionist Brendan Kearney has replaced Jeannette Christensen as the Vitalize 360 Coach. Brendan's secondary position is that of liaison or concierge to guide residents as they move through the NBOC continuum, from Independent Living to Assisted Living or to Long-Term Care.

Robin Shaye is the new Sales and Operations Assistant.

Tiffany Gosier is now Member Services Manager.

Telephone problems

Sue Waxman cited the need for a person, not a recording, to answer 4-9500 calls. Steve agreed and will look into this.

Jody Berkowitz complained that NBOC calls are coming into her home phone line. Steve explained that this has been happening to another resident and has been corrected. He will have Jody's problem corrected.

Adjourn

A motion was made and seconded to adjourn the meeting. The motion was carried. The meeting was adjourned at 2:57 PM.

Respectfully submitted,
John Averell, Previous Secretary
Lorraine Gordon, Secretary