

AGENDA for NILMA MEETING

JULY 14, 2016, 2:00 PM

GREAT MEADOW HALL

Call to Order	John Averell
Approval of June 9, 2016 Meeting Minutes	
Update Report of IT Focus Group	John Averell
Update from Finance Committee	Paul Hardiman
Policy for Visiting NBOC Independent Living	Marilyn Stone
Old Business	
• Medical Transportation Issues	Lorraine Gordon
New Business	
• Maintenance Issues	Lorraine Gordon
Adjourn	

Call to Order

John Averell

The meeting was called to order at 2:01 p.m. by John Averell, President.

Present: NILMA representatives: President John Averell, Len Green, Murray Staub, Howard Cohen, Sue Waxman, Mike Atlas, David Goldman, Sharon Gouveia, Lorraine Gordon

Guests: Steve Colwell, Executive Director NBOC; Paul Hardiman, Chair, Finance Committee

Absent: NILMA representatives: Jody Berkowitz, Nancy Kummer

Approval of June 9, 2016, Meeting Minutes

The minutes of the June 9, 2016, NILMA meeting were approved unanimously as published.

Update Report of IT Focus Group

John Averell

John introduced his report by explaining that the Information Technology Focus Group is a subcommittee of NILMA that was formed by Len early this year to determine how best to meet the IT needs of Independent Living members.

"The IT Focus Group met with Eric Rogers, Chief Information Officer of HSL, to hear and discuss options and plans for IT at NBOC. Eric replaced the past CIO, Peter Ingram, who previously presented to the group various options available for IT support. Eric's presentation was based on the previous group discussions, and his evaluation of most suitable options for telephone, internet, and TV updates and servicing going forward.

"The current phone system is 7 or 8 years old. It is so outdated that parts and servicing are virtually unavailable. Upgrading to one of two systems (Mitel or Cisco) are being evaluated now for best price for service. Both systems retain the advantages of our present system, but would eliminate the problems reported frequently.

"In addition, a pilot program will begin with about six volunteers from the focus group to evaluate an answering machine to improve voice mail. This machine would be inexpensive to buy, and would be installed and maintained by IT without further cost. This standardization would be cheaper for residents and easier to service by IT.

"Internet service has been improved, especially by the hire of permanent technicians who have been successful solving work orders for computer help. Bob Pierce, manager of I.T., reported a significant reduction in work orders. Edwin and Kim in particular were singled out for praise, and there are several other competent techs available. A router (Netgear) is being recommended for installation where connectivity problems are found. It is priced about \$80, and will be installed, serviced, and maintained without additional charge, an example of the advantage of standardization to costs.

"Reported slowness of internet traffic was reduced by Terry Finnegan when he installed a second network to NBOC to open up bandwidth.

"As to TV, the recommendation to continue with Comcast was discussed and remains the option of choice.

"It was thought best for Eric and Bob Pierce to conduct pilot trials in the volunteer apartments with the answering machine of choice. A final meeting with the focus group will be conducted and reported to NILMA for discussion as soon as practical."

During discussion of the report, John mentioned that the new system would include our internal 5-digit dialing and voice-mail capability. When asked if residents have to purchase the answering machine if they are satisfied with their present equipment, the answer was no. As for caller ID, one's telephone controls caller ID. It will not be produced by the answering machine.

John was asked if the Group had made progress on bringing movie streaming to NewBridge. John explained that Jack Goldberg and Steve, not the IT Focus Group, are working on the contracts for that project. Len Green then informed us that the purchase order had been cut and sent to the contractor. Len has expectations that the project will be completed by the end of August.

Update from the Finance Committee

Paul Hardiman

Paul introduced his report by explaining that it is a summary of income and expenses covering the period from October 1, 2015, to May 31, 2016.

Referring to the following chart, Paul pointed out that these are campus figures that include costs and income properly allocated to the three divisions of NBOC, i.e., Independent Living, Assisted Living and the Health Care Center.

For instance, the first line of the chart shows IL revenue of about 10 million dollars, of which 90 plus percent is derived from rent, about \$400,000 from culinary and the balance from salon and bank rentals plus catering income. Subtracting the expenses from the income leaves us with about \$670,000 which Paul considers to be very good.

In addition entrance fees retained when IL members moved to other parts of the campus plus the 10% of entrance fees kept when members left the campus add 3.3 million dollars to cash received by IL bringing the total cash received to over four million dollars.

Moving on to Other Costs, Paul explained that they are allocated to the three campus divisions based on square footage usage. Maintenance refers to necessary capital expenditures that when added to mortgage payments total 4.5 million dollars. That left IL short \$521,000 during the first eight months of the year. However deferred million dollar entrance fees were expected in June which would change the negative net operating cash for that period to a positive figure of a half

million dollars. Paul projected that IL figures for the remaining part of the year are positive. There are no IL vacancies that are not under contract.

Turning to his second chart which covers the financial standings for the entire campus and breaks down allocated shares, Paul stressed the significance of the rental income from the Health Care Center as well as the income from entrance fees. He expressed optimism about the rest of the year and expects to submit a report in August covering the nine-month period through June, 2016.

During the discussion following Paul's report Steve informed us that at a Community Meeting on Tuesday, July 26, he would announce the monthly unit fee that will be effective October 1. Normally budget figures would be available now, but, because of HSL delays in considering the budget, our Finance Committee has been unable to make projections. The Committee hopes to achieve that next week, thus allowing Steve to make his presentation on July 26.

John reminded us that, according to the NBOC Residents Agreement, members must be notified 60 days in advance of the effective date of a fee increase. That is why the Community Meeting will occur before August 1.

Steve noted that two matters have to be considered in determining the new budget. One is the matter of staff wages. HSL did a study of all staff wages and determined as of January 1 to increase wages for many, especially those who were earning less than \$35,000/year. That pay change alone almost equals 3% of our revenue. Another factor to be taken into account is the Massachusetts increase in minimum wages.

Steve added that a long-term goal is to purchase permanent bonds in order to lower our mortgage payments. As he noted, "The better our credit worthiness, the better the bonds, the lower the interest rate, the lower the mortgage."

In response to a question regarding the size of our mortgage, Paul said that we have a \$242,000,000 bank mortgage plus we owe HSL \$12,000,000 for providing funds to refinance our old debt.

**NewBridge Independent Living
8 Months 5/31/16 (Thousands)**

Revenue	10087
Expenses	9418
Income	<u>669</u>
Net Entrance Fees	<u>3352</u>
Total Cash Received	<u>4021</u>
<u>Other Costs</u>	
Maintenance	<u>608</u>
Mortgage Payments	<u>3934</u>
Total Costs	<u>4542</u>
Net Operating Cash	<u>521</u>

**NewBridge Campus AI, IL, HCC
8 Months (Thousands)**

IL Income	669
AL Income	1805
HCC Rent	5710
NET Entrance Fees	3352
Total Cash	<u>11536</u>
<u>Other Payments</u>	
Mortgage Payments	8371
Maintenance	901
Total	<u>9272</u>
Income after payments	<u>2264</u>

Policy for Visiting NBOC Independent Living

Marilyn Stone

Marilyn serves as chair of a committee requested by Steve to develop two sets of written guidelines... one to describe the rights of anyone other than IL members to visit IL or to make use of IL amenities or services. The other is to establish guidelines for aides and for Independent Living members who hire them.

After distributing copies of the two policies (see attached), Marilyn named the members of her committee. They are Judi Goldman, Dorrit Senior, Judy Stavis,

Murray Staub, Lorraine Gordon, David Raider, Matt Hollingshead, Director of Assisted Living, Scott Ariel, Director of the Long-Term Care Center, and Stephen Colwell.

She went on to explain that although her committee found it difficult to set restrictions or guidelines, its members felt guidelines were necessary in order to avoid confusion. Apparently residents of Assisted Living and patients in Long-Term Care assumed that their facilities and Independent Living were part of one living area. As a result, they frequently visited IL and created the false impression that we are a nursing home.

Marilyn read the policies aloud and invited questions. She confirmed that the policy on aides applies to the whole campus, and that spouses of IL members who reside in AL or LTC enjoy the right to visit IL as do all IL guests. She suggested that representatives discuss the policies at their floor meetings in preparation for a vote on them at the next NILMA meeting. She also offered to attend floor meetings to answer any questions.

The question regarding the need for enforcement of aides parking rules in the Villas circle prompted Steve to explain that unless an employer of an aide registers that aide, security has no way of knowing if the car belongs to a guest or an aide.

Old Business

Medical Transportation Issues

Lorraine brought up a possible issue with NewBridge's medical transportation services saying the following:

"Members of Independent Living and Assisted Living are served by a well-run NewBridge transportation department. The drivers are caring, helpful, skillful and punctual. The transportation manager goes out of his way to schedule rides so as to provide as much service as possible.

"...However, in recent weeks more requests than usual have had to be denied because of heavy usage. This should not come as a surprise. We have been here for seven years. Members are aging to a point where they are dealing with more medical problems resulting in more frequent medical appointments; some of us have given up the privilege of driving and no longer maintain automobiles; residents who normally spend the winter or summer season or both away from NewBridge now remain on campus year-round. . . .all of which increases the need for medical transportation."

Since medical transportation is a vital service here as at any CCRC, Lorraine asked our administration to address this problem.

Steve noted that there had been no turndowns in March, one turndown in April, three in May and four in June. He will check the July numbers. He explained that

we do not have an on-demand service. He felt that creating one would involve a severe adjustment.

Steve noted that Victor has hired an additional driver. He urged people to submit requests well in advance of appointments, pointing out that Orchard Cove requires a week's notice. He also asked that residents avoid no-shows, which can cause turndowns. There were two no-shows in March, three in April two in May and one in June.

New Business

Concierge

Several representatives reported that too often the front desk and the concierge desk are not covered. According to Steve, a replacement for Brendan will commence work on July 18, at which time things should go back to normal. Weekend coverage has never been the policy. Mike asked that weekend coverage of the concierge desk be considered.

Trip Hazard

Sharon reported that a small rug in the front entrance to the Community Center is a trip hazard. Steve will check and, if that's so, he'll pull the rug.

Outside Callers

Several people expressed concern that outside callers are not reaching receptionists and are hearing messages to leave their numbers for call backs. Steve will check this with Tiffany. He was under the impression that a system had been set up to handle this. When a call comes in, it is supposed to ring in two places other than the Main Desk. Steve's concern is that the call is not being picked up in a timely fashion at the other phones and is going to voicemail when it should be answered. He will review the process and ensure that it is being followed.

Maintenance Issues

Lorraine expressed the concern not only of her constituents but also of other residents about the current not-so-fresh appearance of NBOC. She noted that our campus has seen hard use for more than seven years, and that wear and tear have produced shabby looking upholstery, dirty entrance ways, smelly elevators, littered garage floors, lumpy Guest House mattresses, etc. Residents who swim early in the day find dirty changing rooms with overflowing trash baskets.

She asked management what it has in mind to upgrade housekeeping and refurbishment in order to restore and to maintain an overall attractive appearance at NewBridge.

Steve felt that this was a valid concern and urged residents to report problems to One-Shop. Representatives confirmed Lorraine's complaints and wondered if the general deterioration in housekeeping and maintenance was a result of inadequate staffing. Steve said the maintenance staff had been increased by one this past year. He needs documentation of problems before he can justify further additions.

He informed us that carpeting is being replaced in Great Meadow Hall as well as in the area leading from the reception entrance down past the library. Furthermore, the capital budget is being upped by a half million dollars. He said he would address our concerns.

A motion was made and seconded to adjourn the meeting. The motion was carried, and the meeting was adjourned at 3:23 p.m.

Respectfully submitted,

Lorraine Gordon, Secretary

GUIDELINES FOR AIDES IN INDEPENDENT LIVING

- *Aides will abide by all NewBridge on the Charles staff and community rules.
- *All Aides are required to register with Security and have a NewBridge badge.
- *After a Member is taken to the dining room, the aide will return to the member's apartment or to the Staff Break Room and wait for the Member's telephone call.
- *Use of electronic devices is restricted to the Staff Break Room or the Member's apartment.
- *Waiting for Members is restricted to the Staff Break Room or the Member's apartment.
- *Aides must park in the Upper P1 parking lot. They are not permitted to use the resident parking areas except for 15 minute intervals to drop off/pick up members.

IF AIDES DO NOT CONFORM TO THESE GUIDELINES:

- *INITIAL OFFENSE: The Member will be notified. The Aide will have a warning and review the guidelines. In addition, the Directors of Independent Living, Assisted Living and Long-Term Care will contact the Agency and discuss the situation.
- *SECOND OFFENSE: The Member will receive a \$100. fine.
- *THIRD OFFENSE: The Member will receive a \$200. fine.
- *FOURTH OFFENSE: The Aide will be given a "No Trespass" notice and will not be allowed to return to NewBridge on the Charles.

Policy for Visiting NBOC Independent Living

- NBOC offers a choice of four different living Areas
 - Independent Living
 - Assisted Living
 - Long-Term Care
 - Rehabilitation Center
- Though all are under the NBOC umbrella, each area is managed independently and provides its own guidelines, amenities, and services.
 - NBOC Independent Living requires an entrance fee.
 - Members of the Independent Living Community who relocate to either Assisted Living or Long-Term Care or are temporarily in the Rehabilitation Center, continue to be members of the Independent Community.

Visitation Policy: Assisted Living, Long-Term Care and The Rehabilitation Center:

The Visitation Policy for the Campus of NBOC plus a map delineating open and restricted areas of the campus must be given to new clients as part of an introductory package. The Visiting Policy and map must also be distributed to all current residents.

- Nosh, the market and Treats are areas open to everyone who resides or works on the NBOC campus as well as to their visitors.
- People who move into Assisted Living or Long-Term Care or are temporarily residing in the Rehabilitation Center without initially living in Independent Living, may visit the Independent Living Area ONLY if accompanied by an Independent Living Resident.
 - The following facilities are exclusively for Independent Residents only.
 - They includes
 - Centro
 - movie theater
 - the spa
 - Great Meadow Hall
 - library
 - 1st floor public space in the Community Center
 - art room
 - card room
- The Directors of Independent Living, Assisted Living, Long-Term Care and the Rehabilitation Center have the responsibility to inform all residents, families, employees, and privately employed aides of these guidelines.
- Long-Term Care, Assisted Living and the Rehabilitation Center have sign-out books. Instructions should be posted in the books describing the campus areas that may be visited, and the persons in charge of the books should be trained to explain this policy to clients, aides, families, and privately employed aides.
- Signs should be posted at the various entrances to Independent Living in order that there will be no confusion as to the open areas.
- An area must be provided where aides may relax when not needed by their employers.