

AGENDA for NILMA MEETING
December 8, 2016, 2:00 PM
GREAT MEADOW HALL

Call to Order	David Goldman
Approval of November 10, 2016 Meeting Minutes	
Report of Appreciation Fund	Peter Shapiro
Report on I.T. Connectivity in Villa, and Other Issues	Steve Colwell
Update on Visitation Policy to IL and Library	Steve Colwell
Response about Food & Beverage Issues	Steve Colwell
Old Business	
New Business	
Adjourn	

Representatives present: Mike Atlas, Howard Cohen, David Goldman, Lorraine Gordon, Sharon Gouveia, Len Green, Nancy Kummer, Murray Staub and Sue Waxman

Representatives absent: John Averell, Jody Berkowitz

Guests: Steve Colwell and Sal

In the absence of President John Averell, Vice-president David Goldman called the meeting to order at 2 p.m.

Peter Shapiro delivered the attached Appreciation Committee report and announced that the Committee still had \$13,000 in its bank account that will be available for the fund next year. He expressed the hope that contributions will be more generous next year.

Regarding IT, Steve reported that we are dealing with three separate problems, two Wi-Fi problems that have been solved and one internal problem currently being worked on.

In his IL Visitation report Steve said two policies have been completed and the maps and training are being worked on. He envisions completion of the project by January 1.

As for food and beverage issues, Steve expressed thanks for the honest feedback he and Sal have received from the residents. Their concerns involved six general topics: dietary needs, training, consistency of meals, purchasing, staffing and pricing.

Before dealing with those items, Sal referred to an earlier complaint about lack of recycling in Nosh. Using the attached recycling chart, he showed that 90% of Nosh's discarded delivery goods belong in trash. Only 10% can be recycled.

He then turned to the afore-mentioned concerns and what he and his team have done or will do to correct them.

Dietary Concerns

New care will be given to balance meals. Nosh will offer a dairy meal, not a "dairy festival" loaded with carbs.

Chef Tom Roberts "has heard us" regarding too many sauces and breading of food in Copper Beech. He is offering side salads, such as slaws, and salsas instead of sauces.

Vegetables that are listed as "steamed" on the menus will no longer be served with butter and oil.

He will offer fewer carb-containing vegetables and try to vary the steamed vegetables during the week.

Rather than put a bowl of fresh fruit on the hostess desk, he will consider a piece of whole fruit as a dessert option.

To better serve foods hot, soup cups and dinner plates are being heated before they are filled. In addition, a second food runner is now available which moves the food at a faster pace, thus keeping dinners hot.

Sal was asked to let people know that some foods, such as scrambled eggs, baked potatoes and various vegetables, are always available.

Sal will work on improving the process of delivering food so that residents receive the food they have ordered, whether in Centro or from Take-out.

Staffing

Sal feels restaurant management has improved since the addition of Susan, Andrea and Jeanne who work successfully as a team. A problem that still needs attention occurs at a time when most of the diners eat in Centro while very few go to Nosh.

Using the attached Staff Retention in the Tier System chart, Sal and Steve explained the three-tier system of staffing at NewBridge. The first tier includes brand new or inexperienced workers. Tier two contains those servers who feel "confident and complete" and new hires who have work experience. Those workers who exceed in confidence and are able to assist the managers are in Tier 3. There is a pay differential among the tiers.

Consistency of Meals

Answering the complaint about inconsistency in taste, Sal said the difference in tastes can often be ascribed to different cooks making the same dish. And the difference in portion size can be explained by the fact that chefs hand-cut their fish and meat.

Purchasing

Regarding purchasing, Sal meets with Hebrew Senior Life food and beverage directors regularly, but they share information only. They do not share purchasing. He explained that not every HSL facility uses or wants the same foods, and centralized buying reduces flexibility.

Consistency in pricing of meals depends upon the cost of the ingredients, such as the current jump in price for salmon.

When asked about hiring a purchasing agent, Sal indicated that chefs plan menus according to the prevailing costs of ingredients. He sees no cost saving in creating a purchasing position.

Pricing

Steve then took over to talk about pricing.

He announced that in January a one-month trial of pricing Prix Fixe meals at \$20.00 or less will be offered. Depending upon feedback, that pricing will continue or be changed.

He then went on to describe other ways to adjust menu pricing so as to provide residents with the meals they prefer at prices they are willing to pay. He illustrated his talk with the attached charts entitled Common Misconceptions, Pricing Relief, and Other Suggestions.

If the residents prefer to change the pricing system we use now to one of Steve's suggested systems, he would like two weeks notice to arrange a change.

David felt NILMA representatives need time to understand and digest Steve's options before voting on or recommending any change to unit members. As it was late, David did not entertain such discussion.

There was no discussion of old business.

New Business

Due to the lateness of the hour, Lorraine put off introducing the matter of fund-raising at NewBridge and requested that it be put on next month's agenda.

The meeting was adjourned at 3:40 p.m.

Respectfully submitted,

Lorraine Gordon
Secretary