

AGENDA for NILMA MEETING

April 13, 2017, 2:00 PM

GREAT MEADOW HALL

Call to Order	John Averell
Approval of March 9, 2017 Meeting Minutes	
Report from the Landscape Committee	Dorrit Senior
Report from Nomination Committee	Edith Luskin
Old Business	
Job and Coverage of Concierge	Council Members
Nosh plans	Steve Colwell
New Business	
Adjourn	

MINUTES -- NILMA MEETING APRIL 13, 2017

CALL TO ORDER

John Averell, President, called the meeting to order at 2:03 p.m.

Representatives present: John Averell, David Goldman, Murray Staub, Mike Atlas, Jody Berkowitz, Sharon Gouveia, Len Green, Nancy Kummer, Howard Cohen, Sue Waxman

Representative absent: Lorraine Gordon. Barbara Rosenfield temporarily filled in for Lorraine.

Guests: Steve Colwell, Dorrit Senior, Edith Luskin

Announcement prior to agenda business: Murray Staub thanked Sam Lehrer for filling in for him as floor representative during his absence, and expressed his appreciation for the condolences sent to him for the recent loss of his wife Rhoda. "We are really a big family."

APPROVAL OF MINUTES

John Averell submitted a correction to the minutes of the March 9 meeting as follows:

In the item presented by Sal Filetti on Food & Beverage Issues, the summary of the dining survey should be changed to read:

"The trends of the questions stayed within a range of about 1 point, in the area of 5 to 7 out of a maximum 10, with the exception of Staff Friendly (8-9). The conclusions from the slides were:

- 1) There is room for considerable improvement in Overall Experience in almost all particular areas.
- 2) The responses on nearly all of the particular issues show that there is wide spread of evaluations around the median. Steve commented that the emphasis going forward is to find ways to move the lower evaluations (4-6) into the 7-9 region."

The March 9 Minutes were approved unanimously as amended.

REPORT OF LANDSCAPE COMMITTEE : DORRIT SENIOR

Good Afternoon,

The last time you heard from the Landscape Committee was in the early Fall of 2016 when we introduced ourselves.

Currently the Committee is comprised of: Tom West and Scott Salvato from Newbridge; Kevin Freeman and Tom Williams from American Quality Property Service; and six residents, Ernest Greenberg, Benita Ross, Marcia Sabbath, Lilian Starr, Fran Winneg and myself.

Last fall we had identified several areas of priority, and over the winter together with Kevin and Tom, we met regularly, and have finalized the plans of our first project—to improve the plantings at the main entrance into Newbridge from West Street. Planting will begin shortly.

We continue to focus on the other areas that we identified needing constant attention.

These include the entrance to the Community Centre, the courtyard between North and South Buildings, the removal and replacement of trees and shrubs throughout the property where necessary, and also reseeding certain grassy areas.

In addition, depending on funding, we hope to identify and label certain plantings for the enjoyment of the community.

Respecting the NewBridge Landscape Guidelines, we are confining most of our activities into maintaining the public spaces of this unique property that is our home

In closing, I would like to add that we are always receptive to any thoughts that you may have.

Thank you.

Dorrit Senior, Chairperson, Landscape Committee.

Murray Staub asked about removal of dead trees. There are strict town regulations governing removal of dead trees. Only those which have fallen within NBOC property may be cut or removed, not in the conservation areas, unless their presence is a hazard to residents.

He also asked about the area for possible solar panels. Steve Colwell noted that there would need to be a permit from the town for use of any of the property for solar panel placement.

A question was asked about the funds in the budget for landscape projects. It is a matter of balancing "needs" and "wants". AQPS has a contract to replace damaged plantings. They are also responsible for snow plowing.

Barbara Rosenfield asked whether people can give donations for landscape improvement, as they give for the library and other funds. Dorrit would like to establish such a fund and is exploring the possibility.

Residents are allowed to improve the grounds surrounding their own apartments and cottages. They need to secure permission by asking Steve or Tom West -- historically, permission has always been granted. The total budget for landscape is about \$500,000.

REPORT OF NOMINATING COMMITTEE: EDITH LUSKIN

The members of the Nominating Committee are Barbara Atlas, Carol Halfon, Betty Rosencranz and me. Our function is to distribute the nominating papers to the floors eligible to nominate representatives.

The terms of Len Green, Howard Cohen and Sue Waxman will be expiring in June. Nancy Kummer and Murray Staub are eligible to run for a second term, as well as other potential candidates from their voting units. Currently, representatives for 3 South and 3 and 4 North need to be elected, along with both Cottage reps. Nomination papers will be available for distribution to each resident of each voting unit. Nominations must be returned by May 7 to any member of the Nominating Committee, after which nominations are closed and nominees are evaluated for eligibility.

Ballots will be issued to voting units in which more people are nominated than are necessary to fill the position. For example, ballots will not be issued to a floor if only one person on the floor is nominated. No write-ins will be accepted on ballots. Ballots will be collected by May 21 and counted as soon as possible. Floor meetings are encouraged.

Submitted by Edie Luskin, Chairperson

John Averell noted that only one nomination is needed on a floor or unit. Also, no write-ins are permitted. He noted that the by-laws are specific on this matter, in that

the nominee's written acceptance of a nomination is required -- therefore a write-in at the time of election would not be valid. This is a change from past years but is John's interpretation of the by-laws. Ballots may be submitted between May 7 and May 21, and will be counted soon after the close of voting. Voting is required only for units with more than one nominee. Where an incumbent representative is standing for re-election, a nomination is required. John asked that if anyone intends to resign mid-term, they should state their intention now, prior to the nominations. If anyone has questions about these procedures, they are urged to contact Edie Luskin and her committee.

OLD BUSINESS:

THE CONCIERGE POSITION:

The representatives were asked to canvass their units in regard to the concierge position: What services do residents want? Is a full-time concierge necessary, or are part-time hours sufficient? What are the sources of recent dissatisfaction? A lengthy and lively discussion ensued.

Widespread dissatisfaction has been heard from residents throughout the campus, because the concierge is often not at her desk when residents come to ask for her help. Sharon and Nancy thought that it doesn't make sense to ask what services residents want, without first knowing what her expected duties are, according to the concierge's job description. Steve noted that the two desks have different expected roles. The front desk is primarily a reception desk, while the concierge desk was intended to be a catch-all position meeting day-to-day service needs. Rhetta Johnson, the concierge, and Chanelle, who is the main front desk staffer, both report to Tiffany Gosier, who reports to David Raider. Many residents voiced preference for 5 day full day coverage, others expressed concern about lack of coverage on the weekends, and others said that if there were stated hours, they could work around those hours. Barbara suggested that there should be a way to access a staff person -- a button to push -- if no one is at the desk and a resident has a pressing need. John noted that Tiffany's desk is right behind the concierge's desk and if the door is open, she is there and is willing to help. However, it might be helpful to have a sign on the desk to notify residents of Tiffany's availability. Len recognized the added cost of full time coverage. Others recognized that Rhetta has been asked to cover the front desk at times and assisted living also, so that she is pulled in many directions. Murray expressed the need for lunchtime coverage.

To conclude this discussion, Steve suggested that the concierge desk would be covered from 10 a.m. to 12 noon and 2 to 4 p.m. with no exceptions. If Rhetta has to leave during those hours, another staff person must be there. He said that lunch hour was not possible for coverage. He thought that a major cause of the stress was the uncertainty of hours of concierge availability, and that knowing the hours might relieve the dissatisfaction. Nancy asked that this schedule be tried on a trial basis, with resident feedback after the trial period. Steve agreed that it would be a test period from May 1 through May 30. Barbara asked that he publicize the plan and put up clear signage to let people know.

PLANS FOR RENOVATION OF NOSH

Steve reported that the planning for Nosh had been predicated on getting bids within a \$400,000 budget, with the amount to be split between 2 fiscal years. Now the plans that have been put forth are clearly far beyond that cost limit. Therefore he has decided that the large-scale renovation is not a viable project at this time and must be put off for the future. There is still the possibility of smaller-scale improvements for Nosh and he is open to suggestions.

Len Green expressed concern about the noisy slate corridor. Steve said that the corridor problem is being addressed. The same architectural team will be looking at what can be done to alleviate that annoyance.

ANNOUNCEMENT BY JOHN AVERELL

John announced that he will not accept a second year as NILMA President but will continue as a representative and council member after the June meeting. He also announced that Lorraine Gordon wishes to resign as Recording Secretary but will continue as Villa representative. He asked that anyone interested in the recording secretary position let him know.

NEW BUSINESS

Nancy Kummer raised the concern, brought to her by several residents, about the new furniture. Many residents have felt that the new couches and chairs are unattractive and also uncomfortable to sit in -- and that they are not in keeping with the original design and elegance of the NewBridge campus.

Steve explained that the furniture was purchased quickly to take advantage of unused funds in the IT budget which would be lost if not used in the last fiscal year. He acknowledged that it was a mistake not to have resident input at that time. He plans to put together a resident committee to advise on purchase of new furnishings, and promises to replace these couches and chairs before the end of the fiscal year. They will have a new home in Assisted Living.

Nancy also brought up the concern of residents on her floor about the maintenance of furniture and scratches and wear and tear on walls and in elevators. Steve and Tom West do a quarterly walk-around, but Steve said that their eyes are not sufficient to observe all the wear and tear, so they will appreciate input from residents. Any resident who sees something that needs repair should report to One-Stop Shop.

Sue Waxman brought up the repeated issue that aides who are waiting for residents while they eat dinner should not be waiting in the fireplace area. They can wait in the resident's apartment, in the staff break room, or in the area behind Nosh, near Treats. It is the responsibility of the resident to inform aides of this rule.

ADJOURNMENT

The meeting was adjourned by unanimous vote at 3:10 p.m.

Respectfully submitted,
Nancy Kummer, Recording Secretary Pro Tem