

AGENDA for NILMA MEETING
SEPTEMBER 14, 2017, 2:00 PM
GREAT MEADOW HALL

Call to Order	David Goldman
Election of Secretary	David Goldman
Approval of August 10, 2017 Meeting Minutes	
Update of Medical Practice Committee	Judy Rosenthal
Resident-Administration Liaison Committee	David Goldman
Telephone Installation	Steve Colwell
Old Business	
New Business	
Adjourn	

MINUTES -- NILMA MEETING SEPTEMBER 14, 2017

CALL TO ORDER

David Goldman, President, called the meeting to order at 2 p.m.

Representatives present: David Goldman, Michael Ross, John Averell, Murray Staub, Mike Atlas, Jody Berkowitz, Sharon Gouveia, Frances Shaer, Lorraine Gordon, Nancy Kummer

Representative absent: Dorrit Senior, temporarily represented by Michael Ross.

Guests: Steve Colwell

Questions from the floor asking for a list of council representatives. This list is reproduced below as distributed by the secretary.

Unit	Representative	Phone	Email	Officer
COMC	Sharon Gouveia	4-2528	sharon.gouv@gmail.com	
SOU1	Mike Atlas	4-2326	batlas04@gmail.com	
SOU2	Jody Berkowitz	4-2421	berkwin@bc.edu	
SOU3	Nancy Kummer	4-2382	nankummer@gmail.com	
NOR1	John Averell	4-2222	johnshirleyaverell@gmail.com	Secretary
NOR2	David Goldman	4-2515	david@davidgo.com	President
NOR3	Frances Shaer	4-2269	Fshaer@yahoo.com	
NOR4	Murray Staub	4-2308	murraystaub@gmail.com	
VILLA	Lorraine Gordon	4-2711	lorraine@noahgordon.com	
COT	Dorrit Senior	4-2619	dorrit.senior@gmail.com	
COT	Michael Ross	4-2485	michaeleross@comcast.net	Vice-Pres

Election of Secretary

David Goldman

President David explained that Lorraine Gordon, originally elected Secretary, has resigned the office for reasons of health. The position has been filled temporarily by John Averell. After 3 months it is time to elect a regular secretary for the remainder of this term. He asked for a volunteer for the position. Hearing none, Michael Ross nominated John Averell for the position. After a seconding, the council approved by acclamation John for the position of Secretary for the remainder of the term.

Approval of August 10, 2017 Meeting Minutes

It was moved and seconded that the minutes be approved. Lorraine Gordon asked that some items be amended as follows:

- 1) On page 2, replace "Lorraine asked when landscaping improvements will be done in the Villa courtyard." With "...when refinishing of the benches on the walkway between the North and South Villa would be done."
- 2) In response to the question "What is the budget line-item amount for landscaping?", Steve did not mention the \$40K figure for Landscaping Committee. Secretary added this figure after the meeting from conversation with Steve as clarification on the \$250K budget for all Maintenance.
- 3) In discussing bathroom safety, I did not suggest "turning on the light before entering the bathroom." I suggested that "in the future light switches be installed outside the bathroom door."

These corrections are noted for amendment of the August 2017 Minutes.

Update of Medical Practice Committee

Judy Rosenthal

Judy offered her thanks to her predecessors, Sylvia Band, Phyllis Hersch, and Gerry Berenholz for their hard work and keeping the committee active. Judy stated that her purpose here is to present a slightly changed Mission Statement of the Medical Practice Committee, in order to clarify some possible misunderstandings. It is strictly a NILMA committee and does not report in any formal way to HSL. The following was displayed as a slide for the benefit of the audience.

MEDICAL PRACTICE COMMITTEE MISSION STATEMENT

The Medical Practice Committee was established to act as liaison between the NewBridge Independent Living Members Association (NILMA) and the Hebrew Senior Life Medical Group, in order to communicate the needs of the community to the medical practice and the realities of the practice system to the community. The goal is the development of an effective, stable practice that will be able to provide care to the members of the NILMA community.

Resident-Administration Liaison Committee

David Goldman

President David appointed Raya Dreben to be Chairperson of the NILMA Resident-Administration Liaison Committee, now a formal standing NILMA committee. He noted that the name of the committee may be revised as desired by the chairperson.

Raya addressed the council and named those that she has appointed as members:

Mike Atlas, Eli Botkin, Anabelle Cohen, Sharon Gouveia, Peter Halfon, Nancy Kummer, Sylvia Schatz, and Jerry Zimmerman.

The committee has not yet met, and hopes to meet shortly. Raya is meeting with Steve tomorrow (9/15) and will meet with Nancy Kummer to be briefed on past accomplishments. Raya asked if a mission statement exists. Nancy stated that all previous reports of the committee have included one. The following is extracted from a previous Trust & Transparency report and inserted by the Secretary:

The purpose of the Trust and Transparency Taskforce is to facilitate open and clear communication between administration and residents. We meet monthly to discuss a wide variety of issues, including NBOC policies and procedures, hiring and firing of key personnel, and concerns about upcoming changes -- always with an eye toward better understanding between administration and residents. Steve Colwell uses the T&T

committee as a sounding board and we bring resident concerns to him, so that communication is kept open and clear.

Raya asked that anyone with issues to bring up with Steve should contact her.

Mike Atlas asked that the members of the previous (ad-hoc) committee be commended and complimented. The members worked diligently and thoughtfully, and provided a sounding board for the Executive Director. President Goldman agreed to the request and so stated.

Murray asked if all committees are NILMA committees. David enumerated those that are currently NILMA Standing Committees:

Finance, Appreciation, Medical Practices, Resident-Administration Liaison, and [added by Secretary] Landscape and ByLaws.

Telephone Installation

Steve Colwell

Steve introduced Eric Rogers, Chief Information Officer for HSL, for an update on the telephones. A contract has been signed with Tadiran for a new telephone system. Hardware is to be delivered next week, and pilot studies are underway. Six residents volunteered to test the new phone systems. Some wrinkles were found. Caller ID, Call Waiting, and Electronic Voice Mailbox work. Any voice mail messages stored on the old system will be lost when the new system is installed, so residents should backup any that they want. Personal analog voicemail is not affected. The installation team will help residents to set up the new system. Installation is projected to be about 20 minutes per household. About six weeks to complete the project.

Steve explained that a schedule will be coming out listing which apartments will be worked on at what days – about 10 per day. To David's question, Eric will see that laminated instruction cards will be issued before the rollout. The new system will not require batteries. The new system will not change monthly fees. Billing fees for service will be the same.

Old Business

Sharon Gouveia stated that according to Victor Furtado, the security pendants that are worn by residents may be worn in the shower. They are water resistant, but they cannot be immersed in a pool or bathtub.

John presented two issues from his floor meeting. One is coverage of desks. The other is Weekend Coverage.

He asked that the responsibilities, hours covered, and names of staff for: the Front (Main) desk, the One-stop-shop incoming phone, and the Concierge desk be published and distributed to residents. In particular the Front Desk is sometimes not attended to help visitors, provide information, and to answer and interact with incoming one-stop-shopping calls from outside callers. Are there sufficient staff available?

Sharon observed that in her experience (as a nearby resident) the Main Desk is covered until 8pm very well. The front door is locked after 8pm. Security usually covers the desk until 10pm.

John frequently hears from his floor the lack of coverage by IT and transportation on weekends. When a telephone is out of service, it leaves some residents incommunicado. Murray asked Steve how other elder HSL residencies cover weekends. For example, their Front Door.

Steve stated that NBOC is different than other places in HSL. Other places have no weekend coverage except in catastrophic situations. Our security team is unique in

training its staff how to do basic IT fixes where possible, and will call HSL professionals at home where necessary for help. In NBOC, with many entrances and exits from the main building, our policy is to cover Main Desks in IL, AL, and Health Center from 8 to 8 Monday through Friday. On weekends security covers desks 9:30am to 8. Locked doors have call-in to Security for monitored entry.

Lorraine Gordon reported that Villa residents are displeased with the appearance of the courtyard parking area. Steve reported on work with the Landscape Committee (Dorrit Senior chairperson). He noted that some earlier decisions that were carried out have not worked out well. An arborist and two landscape architects have been hired to make recommendations for future improvements. The second thing is a discussion with a resident offering a future donation for landscape improvement. Changes were held back until more information about the donation is available. Now preparation for Fall is being done. In the Spring, if the donation is made, that will be used. As of now, 75K\$ is set aside for use in the Spring.

Murray stated that his original understanding was that landscaping would not be "formal", but as informal as possible. Steve stated that consistency and color in flowers were the aims that residents want, from his reports. He is waiting for advice from experts on these and other issues, such as animals eating certain annuals. Responding to Lorraine's question about large trees on a rooftop garden, he said it is safe. There is a tradeoff – the larger the shade under the tree, the less that plants can prosper, e.g. under the Copper Beech. This is to be recommended by the landscape architects.

Murray asked if the solar power question has been abandoned. Steve said that it is contingent on whether the State will pass a rebate for costs; otherwise it is not feasible for NBOC.

A newly installed locked box for paper to be shredded is now located in the office behind the Concierge desk. It is available for use by residents when the office is open and/or a concierge is at the desk. The box is serviced and emptied regularly.

New Business

Steve has a request from the Accounting Office. The office records meal credits that carry over. One type is for residents away a month or more. The other is being away for a week up to a month. Details of meal credits are available in the Members Handbook. Currently all carryovers are recorded and carried, regardless of how small, adding a lot of bookkeeping. The request is to be allowed to write-off meal credits when they reduce to some small number like \$5.

The following motion was made by Nancy Kummer:

"I move that meal credits carried over because of recorded away time be written off by Accounting after being reduced to \$5 or less."

The motion was seconded by Mike, and passed unanimously by Council vote.

Lorraine requested an explanation of why buffet takeout is not allowed in Centro, but is in Nosh. Centro explained it is health regulations involving time at temperature. Steve will look into it.

Lorraine's floor expressed a desire for open Community Meetings twice a year, chaired by the NILMA president without administration present, for all residents to express opinions, problems, and what can be done to better our lives. She asked that reps have

floor meetings to get a sense of what to bring to NILMA in future for discussion and a vote.

John noted that the NILMA Bylaws, Article VII, provides for such "Meetings of Members". "Members" of NILMA are defined as all IL residents. A copy of the NILMA ByLaws was included as an Appendix in some Members Handbook. Also the current ByLaws are available on the NewBridge Resident Website under NILMA/NILMA Documents at the bottom of the list.

Nancy Kummer again raised the question of no Centro buffet takeout. She noted that the health regulation explanation does not match the widespread understanding that it is to prevent abuse by people who take too much. Joel, when asked by her, felt that it is a health requirement. Nancy asked that this restriction by Centro be revisited, since it is important to some people in IL. Jody mentioned that leftover meals from the buffet cannot be taken home by a resident.

Steve has looked into this. There is not a legal health regulation. He described the "serve-safe" policy and course that all servers here are required to take. There is no way to tell how long food in the buffet has been out. With no way to ensure that timing is consistent with safe consumption, the decision not to take home was made.

In addition, Jody's comment is correct. Some people end up trying to justify taking two dinners from a buffet. Steve will ask the Food & Beverage group to take up the question of buffet takeout in the next meeting.

Steve asked for clarification of medical transportation problems from Lorraine. She and others have experiences of being told that they are booked up, and feels that this is not acceptable. Steve was aware that on-demand (or close to) was where problems occur. Reservations made earlier he thought almost always were available. He will go back to Abe and find out whether problems have become more now.

John asked for clarification on a transportation policy that he has heard about, where partial reimbursement is made in cases where you could not be booked, and you had to take a cab. Steve will get back to us on such a policy to make sure of the details.

ADJOURN

A motion was made to adjourn, seconded, and passed by acclamation at 3:07pm.

Respectfully submitted,
John Averell, Recording Secretary