

AGENDA for NILMA MEETING

OCTOBER 19, 2017, 2:00 PM

GREAT MEADOW HALL

Call to Order	David Goldman
Approval of September 14, 2017 Meeting Minutes	
Telephone Installation Status	Steve Colwell
Monthly Fee Increase	Steve Colwell
Old Business	
New Business	
Adjourn	

MINUTES -- NILMA MEETING OCTOBER 19, 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, Monte Haymon (representing Nancy Kummer)

Representative absent: Nancy Kummer, temporarily represented by Monte Haymon

Guests: Steve Colwell

Approval of September 14, 2017 Meeting Minutes

President Goldman called for approval of the September minutes. A motion was made and seconded to approve the minutes.

Secretary John Averell moved to amend the minutes as follows:

As requested by Judy Rosenthal, Chairperson of Medical Practices Committee, I move that:

Add Art Luskin to the list of predecessors as co-chairperson of the Medical Practice Committee.

Remove the statement "and does not report in any formal way to HSL"; replace it by "the Committee does not represent the medical needs of Assisted Living and/or Long Term Care".

The amendment was seconded and approved by acclamation.

The Minutes of September 14, 2017, were approved as amended by acclamation.

President Goldman announced that the next NILMA meeting will be Thursday, November 9. It will be preceded by a Community Meeting on Thursday, November 2. Sal Filetti will speak at the Community Meeting, presenting changes in Food and Beverages.

Telephone Installation Status

Steve Colwell

Steve stated that installation of the new phone system began on Monday, Oct 16, with the Villas. It went more smoothly than expected; all Villas are switched over. You will be receiving a note or phone call that the following day your apartment will be switched over. You need not be home. The cottages are included in the installation. The procedure was detailed in Steve's letter of October 13 and in the Weekly Newsletter email sent out the same week.

John asked if there were problems found in the pilot tests. Steve said that a problem of an echo was found, and was fixed before installation was started. However Steve was informed from the floor that it is not yet fixed, and is being worked on currently.

Steve explained that the Finance Department had decided to round monthly fees to the nearest \$10. This resulted in some fees increasing by about 5.0%, while others increased by only 4.8%. All fees were to be increased by 4.9%.

This will be remedied in the next billing, where no rounding will be done. The difference in each resident's October fee from the promised 4.9% will either be credited or debited on the November bill as a correction for that month only.

Old Business

None

New Business

Steve announced that Pam Markson has formed a committee of about 6 people to help choose movies to show. She would like to regroup and activate the committee, and asked that anyone interested in joining it call her at 4-9215.

Steve addressed the question of Notary Publics for resident access. At present there are 3 options: two in the Health Center and one at the Dedham Bank branch office, when open, at ground level. Also David Raider is working on getting Rhetta to become a Notary Public.

Steve commented on the Flu Vaccine clinic on Tuesday, Oct 17. Regular strength vaccine was administered. Residents have questioned why the higher strength vaccine was not given to us, as elders. Dr. Chen, our HSL Chief Medical Officer, has supplied the CDC recommendation for flu vaccine. After detailed studies, CDC states that any of the various strength vaccines for influenza prevention are acceptable for all age groups, including elders. The marginal difference in the high dose vs regular dose was found to be 0.5% of those receiving vaccinations. HSL is accordingly using regular dose. The most important recommendation is to get vaccinated. Outside pharmacies may offer high dose vaccinations for residents that prefer it.

Steve announced that Rhetta Johnson has accepted the position of Guest Services Manager, formerly held by Tiffany Gosier. Rhetta is running all the desks. A replacement for the Concierge position is in process of being sought. In the meantime Rhetta is having to cover various desk positions until her previous position is filled.

Lorraine Gordon offered comments from her floor that calls to the front desk have gone unanswered with the only option to leave a message. Steve noted that the open Concierge position has left the normal transfer of phone unanswered. He will look into having the phone ring at the Concierge desk as well.

John recommended using Victor Furtado's recent suggestion that in addition to calling 4-9500 that an email to onestopshop@hsl.harvard.edu when you are reporting a need for help, will work as well.

Steve noted that he uses that contact method in preference to leaving a message when he sees something that should be reported or fixed. He attaches a picture from his mobile to help identify the problem.

John added that you can submit a form online through our website if you first login to the website. This will ensure an immediate confirmation that the request was received. David added that the online form is his preferred method.

Monte Haymon detailed an ongoing problem with receiving packages in his apartment once it arrives on campus. Recently an important medication was shipped for overnight delivery, and was received on site Friday morning. It took 35 hours to reach his apartment. It was found on a cart by Security after a diligent search and then delivered by them. Other packages are left in the hallway and retrieved only when someone notices it.

Steve detailed the incident, as related to him by Victor Furtado. An employee tasked with delivering the package put it aside at his shift end to be delivered on Monday. This was an inexcusable and grievous error. The employee was told "this will never happen again." On further discussion a couple of problematic steps in the protocol were identified and are now tightened up. Steve expressed confidence that this should not happen again. If it should, call Victor or Steve directly so they can identify what is happening and rectify it.

Murray noted that packages are often left in the entrance of North between the inside and outside doors. Unless someone notifies the recipient or brings it in, they remain there. Steve stated that all delivery companies are instructed to leave packages at the loading dock. When they are not, it is invariably found that a new driver or one off his route is not following proper procedure.

Adjourn

A motion to adjourn was made and seconded. The meeting was adjourned by acclamation at 2:36pm.

Respectfully submitted,
John Averell, Recording Secretary