

AGENDA for NILMA MEETING

DECEMBER 14, 2017, 2:00 PM

GREAT MEADOW HALL

Call to Order	David Goldman
Approval of November 9, 2017 Meeting Minutes	
Report of Appreciation Committee	Peter Shapiro
Cold and Flu season suggestions	Michael Ross
Telephone Installation Status	Steve Colwell
Old Business	
New Business	
Adjourn	

MINUTES -- NILMA MEETING DECEMBER 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, Sharon Gouveia, Frances Shaer, Lorraine Gordon, Nancy Kummer, Dorrit Senior, Jody Berkowitz, Arnie Heiger (for Mike Atlas)

Representative absent: Mike Atlas

Guests: Steve Colwell, Peter Shapiro

Approval of October 19, 2017 Meeting Minutes

President Goldman called for approval of the October minutes. Approval of the Minutes of October 14, 2017, were moved, seconded, and approved by acclamation.

Report of Appreciation Committee Peter Shapiro

Two slides were shown to summarize the giving of residents and the gifts to employees.

AS OF NOV 1	IL	AL	MU	TOTAL
TOTAL CASH RECEIVED	\$ 74,881	\$ 8,256	\$ 4,311	\$ 94,572
TOTAL NUMBER OF APARTMENTS	294	52	32	378
TOTAL NUMBER OF DONORS	194	26	14	234
PERCENT DONATING	66%	50%	44%	62%

REPORT
APPRECIATION COMMITTEE
OCTOBER 2017. CAMPAIGN

MONIES DISTRIBUTES.	\$112,000.00
ELIGIBLE EMPLOYEES.	261
AVERAGE GIFT.	420.00
SMALLEST GIFT.	20.00
LARGEST GIFT.	1,000.00

I also want to thank the Committee for their hard work in soliciting the gifts, keeping accurate records, preparing the checks and distribution of the gifts. Most important is to thank our residents for their generous support of valued and dedicated employees.

The slide listing the number of residents not contributing indicates that about 52 did not contribute, as of October 31. A more up to date number now is about 15 to 20 non-givers.

Peter thanked in particular some committee members: Dick Winneg and Jack Berenholz for all the financial tasks they did; for solicitation, Fran Shaer; Harriet Unger for the distribution of checks; Murray Staub for the thermometer displays.

In answer to Sharon's question, the 261 employees eligible for gifts worked on an hourly basis in IL, AL, and the associated MS. The \$112,000 was distributed according to hours worked in these three venues. No work hours in Long Term Care are counted toward our fund distribution. Eligible employee hours were worked during the six month period of the campaign. Peter emphasized that it is a rewarding experience to see the employee appreciation to us when they receive their checks.

Cold and Flu season suggestions

Michael Ross

Michael re-iterated the importance of staying healthy; avoid getting colds and flu, as emphasized by Steve in the Community Meeting. To this end any residents with such symptoms of communicable disease should stay away from others and take advantage of take-out of food.

Arnie asked what the criterion is for free takeout and who makes the diagnosis? Steve said it is up to the resident. Michael again urged residents to use takeout if there is any doubt. John pointed out that in the Community meeting free takeout was offered to someone with a broken arm. Steve assured us that he does not want to penalize those with temporary conditions that require takeout. He has asked Sal to work with him to establish a system that will be written down and communicated to all. Any such charges stay in NewBridge.

Telephone Installation Status

Steve Colwell

Steve presented a list of questions to John Matulis (Manager Information Systems, HLS) who has been running the new telephone project. His answers to these questions are:

Caller ID issues

1. Outbound caller-id - It was working until December 1. Windstream, the circuit provider we have always used, inadvertently replaced the individual records with a generic "Newbridge" label. We have resubmitted the resident list to Windstream and have asked them to escalate this task. They plan to have this done by 12/15 at the latest.
2. Cottage caller id — Cottages have a different model of phone gateway than the other units. Cottages have different equipment for 2 reasons: They are on a fiber network and they are standalone units. The vendor is working on a fix and hope to have a solution within the next 2 weeks.
3. Caller id not working for Call Waiting — Vendor is working on fix.

Voicemail

1. Resident reports that 2nd call does not go to personal answering machine - We are not aware of any phone systems that have this ability. When the line is busy then the answering machine does not "hear" the ring so it won't pick up. If the resident uses the hosted voicemail then it will work.

Message light indicator

1. Some residents report that message light not going out on phones after listening to

messages. Not many residents that we know of use this feature — Vendor is investigating issue and supported models.

Call waiting flashing causes calls to drop

1. One resident has reported multiple instances of having calls dropped while flashing between calls. Multiple IT staff have tested the scenario in the resident's unit and cannot replicate the problem. We are looking into buying detailed call logging software so we can do more advanced troubleshooting.

Steve said that these should answer most of the questions that residents have presented.

Lorraine said one resident says that caller ID is not working. Steve reminded all that the caller number should always be listed, but if that number is not registered (like a cell-phone) no other text will be shown. David pointed out that some older phones do not have the capability to show caller id.

Michael reported problems in the cottages with multiple phones and incoming calls. Notification and being able to switch between incoming calls is not in place at present. Steve will inquire into this question. David explained how it works for apartments in the lower campus and gave instructions he uses. Nancy reported problems with call-waiting in her unit. Steve asked that details be written down and reported and he will pass it along. There are several options on the handout from IT that are new to residents, and some problems may be answered with more instruction. Steve said there are some other options that are still being updated. IT is looking into a call-logging system to troubleshoot new problems as they are reported.

Arnie asked if on weekends you have to wait till Monday. Security is always available for emergencies. The pull-cord can be used if necessary. In general, IT technicians are not available on weekend, both here and in HSL Roslindale.

Old Business

Lorraine Gordon gave the background on a request from the Villa floor meeting in September. The proposal was to have semi-annual community meetings for all IL residents, planned and run by IL residents. The idea was to share ideas about life at NewBridge, to praise positive happenings, and to suggest ways to solve and prevent problems. At NILMA meetings ideas are discussed through representatives. Other residents do not have the opportunity to voice and exchange their ideas. It was proposed that these meetings be held without the presence of management. Further discussion at NILMA was postponed until this NILMA meeting.

In further recent discussion with President Goldman, Lorraine is now proposing a simple solution, and has withdrawn the previous proposal on the table. There is no need to further pursue this through NILMA. Steve has agreed to allow any resident to speak at the end of any Community meeting, time allowing.

New Business

Sharon reported problems from several people, including herself, connecting with the internet. Connecting wirelessly with the NBOC wifi sometimes takes a long wait, sometimes fails completely. She asked if others have had this problem.

David gave a detailed commentary on his setup of a router in his apartment, which virtually always gives good connectivity. Going out of range of the apartment may reduce connectivity, slow speed drastically, and this persists until back to his own

router. His strong recommendation to most residents is to have IT install their recommended router, which they will also maintain. The cost is about \$100, but will solve most connectivity within the living space. General agreement is to install a new router, preferably through IT, for good reception around the living space.

John brought up a widespread expression in his floor of not knowing what the fees are for various services. In the Members Handbook, additional services and fees are supposed to be listed in the attached Appendix B. These are generally distributed with a member's original handbook. Updated and full current printed lists seem not to be available. He asked for a written complete set of fees for all services, including transportation of all kinds: food take-out, internal medical appointments, and the many other services that have been discussed frequently over the years. That this list be distributed into all resident cubbys. Steve agreed to put something together to meet this request.

Steve will find out how much lead-time calls for medical transportation need to be made, and also if and how many requests have been turned down for medical transportation.

Nancy reported from several people that the green door entrance to southeast in the garage is closing too quickly for people to get through safely. She put a work order for repair through one-stop-shop and has not heard back from anyone. Arnie reported the same problem in the southwest door in the garage level. Steve will have these all checked and fixed.

Lorraine asked how to block incoming phone numbers in the new phone system. Steve noted that this was never an option in the old system, and does not think it is in the new. He will ask. David noted that this is easily done on most cell phones. However the offending caller will probably just use a different number anyway. Steve noted that his family will not answer any number that is not recognized, and waits for a message to be left.

Lorraine asked how to take out food from the buffet. Steve said that they are lining up Nosh and Centro to take such orders during the early ordering time only (3 to 4:30) for pickup or delivery between 5 and 5:30. In both facilities the food will be prepared and held in the kitchen in order to ensure freshness and avoid any possible health issues. He said it is not in place yet, and is being rewritten as policy.

John asked when this will be in place, considering this has been discussed for four months already. Steve offered to do it next Tuesday (12/19). If staff begs for more time, he will definitely have an announcement by the Friday, 12/29 letter. John asked if there will be any resident choice on the takeout buffet. Steve will have to find out. To Arnie's question, the buffet takeout will be prepared by staff only, not by residents. In Nosh, either call ahead for preferences or take the prepared to-go selection.

Michael asked on behalf of a number of cottage residents if the call-in hours could be expanded to earlier than 3. Steve said the phones are not answered before then. Preferences could be left as a message. Nancy asked that these times for takeout be printed regularly on the menus to remind residents. She also pointed out that Nosh Sunday night menu says open to 7:30pm, whereas it actually closes at 7. Steve will see that these requests are fulfilled.

Adjourn

A motion to adjourn was made and seconded. The meeting was adjourned by acclamation at 2:52 pm.

Respectfully submitted,
John Averell, Recording Secretary