

AGENDA for NILMA MEETING

JANUARY 11, 2018, 2:00 PM

GREAT MEADOW HALL

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| Call to Order | David Goldman |
| Approval of December 14, 2017 Meeting Minutes | |
| Intergenerational Garage Mural Project | Lynda Bussgang |
| Report of Decorating Committee | Peter Halfon |
| Update of Telecommunication and TV Status | Eric Rogers |
| Old Business | |
| Who to Contact | Steve Colwell |
| New Business | |
| Adjourn | |

MINUTES -- NILMA MEETING JANUARY 11, 2018

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, Sharon Gouveia, Frances Shaer, Lorraine Gordon, Nancy Kummer, Jody Berkowitz

Representative absent: Dorrit Senior

Guests: Steve Colwell, Eric Rogers, Peter Halfon, Lynda Bussgang

President Goldman opened the meeting at 2 PM. He first offered thanks to Marilyn Stone and Roz Holtz for the fantastic job they have been doing on Birthday Night celebrations.

Approval of December 14, 2017 Meeting Minutes

President Goldman called for approval of the December minutes.

Approval of the Minutes of December 14, 2017, was moved, seconded, and approved by acclamation.

Intergenerational Garage Mural Project

Lynda Bussgang

(The following is excerpted from a letter supplied to Steve Colwell, and is included in Steve's letter on Friday, Jan 12.)

Nearly two years ago, the Multigenerational Program got a "thumbs up" from the NILMA Committee to move forward with a Parking Garage Mural Project. Due to some unforeseen complications, we weren't able to move ahead with the project at that time, but we're pleased to announce that we're now ready!

We are delighted that community muralist Tova Speter will be an artist-in-residence at NewBridge from January - May 2018. She will facilitate a mural project for the NewBridge garage as part of an intergenerational program to help connect residents with local students from the Dedham High School Art Club and to help beautify the space in the garage. Residents will have the opportunity to partner with local students to design and paint individual panels to contribute to the larger project. Our theme for the project is "Windows". We hope you will join us at an upcoming meeting to share your ideas. No art experience is necessary, and we welcome residents without any art background or artistic skills. All are invited to attend our planning and painting sessions (in the Art Room) and we hope you will come to as many of the following sessions as you are able:

January 25th 2:30 - 4:00 pm Design Session; Brainstorm ideas for our garage mural and begin to think about and share your favorite vistas to inspire the project.

Project Goals

1. Engage residents and students in an intergenerational, collaborative mural process.
2. Build community connections and encourage teamwork.
3. Create a permanent visual representation of community creativity that beautifies the garage space for residents to feel more welcomed

Lynda introduced Tova Speter, who addressed the council on details of the project. Some samples of suggested designs were passed around, many not from self-described artists. (See above for details of the plan.)

Lorraine asked how the project is financed. Lynda stated that 50% is provided by the Multigenerational program, and 50% by Sales and Marketing.

Report of Decorating Committee

Peter Halfon

Peter noted that this report was intended to be given at the Community Meeting, but cottage residents could not attend because of the snowstorm. The committee members are: Dorrit Senior, Lil Starr, Judi Goldman, Peter Halfon, Tom West (Director Environmental Services), and outside consultant, Cathy Laduca, from the Boston architectural firm DiMella Shaffer. The firm has done a lot of work here and at Orchard Cove.

Because of the nearly nine-year old state of many furnishings, some major updates are required. The NBOC capital budget has been increased significantly to cover these updates.

New fabric and furniture (chairs) along the corridor approaching the bridge have now been ordered and will be delivered within ten days — before the next meetings. Currently work is being done for the Centro area to organize one long table on the right side, containing all the smaller items now being separately grouped. Reupholstering and some new pieces will be done at Cento and the nearby living room area. All the public floors in the residences will be looked at for improvement.

Murray Staub reported many complaints of difficulty moving chairs in Centro. He asked if buttons or coasters could be added on the legs to slide better. Peter will bring this up with Tom West. This problem was worked on before.

Mike Atlas asked that the committee look at the table in the entrance to first floor south. It is so rocky that it could be pushed over. Peter will check.

Lorraine noted that all chairs in public spaces are too low for many of our elderly population, who find it difficult to get up from sitting. Also in the entry lobbies it is often difficult to reach the door-opener because furniture is in the way. Peter will check this.

Update of Telecommunication and TV Status

Eric Rogers

Steve introduced Eric Rogers, Chief Information Officer for Hebrew Senior Life, who is responsible for all I.T. in the HSL campuses.

Eric started by acknowledging that there have been some problems in the process of switching over to the new phone system. He apologized and is committed to providing a solid, reliable phone system, as promised. He works closely with John Matulis, Senior Director of Networking and Technical Operations for HSL. In addition he is working closely with the vendor partners present at this meeting: Jerry Cowing, COO of Americom (installers), and Kobi Gayus Shive, Director of TechOps at Tadiran, the System/software company supplying the new phones.

Eric referred to the previous discussion with the NILMA IT Focus Group, at which a number of improvements in functionality of the phone system were requested by residents. Various vendors and systems have now been brought in by Terry for testing. Only Tadiran met all the requested functionality, including the ability to run complete functionality to the cottages and Villas. Tadiran is a well-established company internationally.

Currently we have cut over to the new system, but are not yet done. The complexity of the three different systems in our building, cottages, and villa require

different hardware, firmware, and software. We also had outages from outside vendor Windstream on dial-tones that affected most of the newly installed systems. Some complaints heard that phones do not work well with the new system. This is one of the problems that Eric promised to fix by the end of the month. We plan to move to a different service provider than Windstream, which caused recent down-times. There have been problems with phone-line capacities. Extra lines are being more than doubled. Other features promised in the last NILMA meeting will be met by the end of the month: conference calling, call forwarding, etc.

To do this, software patches to the programs to eliminate the Windstream glitch, and firmware patches to the hardware equipment, will be downloaded to eliminate most problems. It was proposed to install the software patch by shutting down the phone system the following day (Friday, Jan 12) from 5 to 5:30AM. This was agreed to by council members. Steve sent a voice-friend message to that effect to all residents. In case of emergency, notify Security with a button push or string pulled.

David suggested that Security create a list of cell-phone numbers of residents, where available, for such emergencies. Steve will pass the suggestion along.

Eric asked that for any phone problems the resident call one-stop-shopping (49500) to be recorded and available for I.T. to fix. The firmware patches to fix the known problems are expected to be downloaded by the end of the month.

Michael asked for a more complete and detailed instruction sheet for the new system be supplied. Lorraine reported not being able to successfully leave messages for the P.T. department. This will be looked at. Michael reported one of the cottage residents had a problem with international calling. This will be checked out. Nancy asked for a display of time-of-call on phone messages. Eric indicated that this has been a technical problem, but is fixed with the new firmware. This should then work as it has been working before, whether you use the NBOC messaging or your own phone machine. Other problems have been documented and will be fixed in the firmware patches.

Eric addressed the questions on getting our own cable TV, specifically Xfinity FIOS with their advertised features. Comcast's position is that contractually they will not provide Xfinity FIOS on campus. This is despite the fact that a few residents were provided with the service, for reasons that seem inconsistent with the policy. Steve and Eric are challenging the local Comcast representatives to state in writing why this cannot be technically done (as they claim), and have not yet received an answer. Comcast wants to have their internet installed to support the Xfinity system.

Steve committed to making a complete report at the next Community Meeting (February 1), with or without Eric, about the status of the updates.

Old Business

Who to Contact

Steve Colwell

Steve first apologized to the Cottage residents, as well as the community in general, for not postponing the last Community Meeting during the blizzard conditions, making it inaccessible for cottage people. The implicit exclusionary feeling that a number of people expressed were not his intent, and will avoid in future.

The first contact should be one-stop-shop (49500). These calls are answered by the front desk, or are routed to Security if not answered. Security, and all managers, have a list of who are on duty on the weekend, to be contacted in cases deemed in need of escalation. There is always an administrator scheduled on duty when Steve is away. Typically it would be Matt Hollingshead, David Raider, or Sal Filetti. Security is the arbiter of when and whether to call in for help from a manager and/or technician.

The decision might be to wait until Monday, or in emergency, call in outside help. If necessary, call Security directly for help.

John reminded Steve of a promise last month to put together a list of all fees for services that residents may be charged, to be distributed to all residents in printed form.

Sharon expressed the need of feedback from staff when requests are made. In a recent event, Tom West agreed to respond by email or phone call to let resident(s) know that an issue is being addressed. She asked that this be a general practice. Steve agreed completely, and has in fact already so directed all managers to be sure to inform residents that a problem is being addressed. He stressed that communication will be a priority.

New Business

Nancy related an unfortunate experience in Centro when her table waited 80 minutes for orders to be delivered. No one knew why the holdup occurred. Steve said the food staff was aware of this by Thursday morning, and is determining the cause. It is important to determine whether this was a systemic problem that may continue as a problem, or an individual fault involving waitstaff or kitchen staff. How this will be corrected will depend on this. Nancy asked to be told what the origin of the problem was.

Murray has had complaints about dog poop around. Steve feels that anyone with dogs should already be aware that it is their responsibility to pick up, and appealed to everyone to honor this requirement.

Murray passed on many complaints that on Thursday nights the odor of fish cooking in Nosh was pervasive. He asked that a ventilator be installed over the cooking station in Nosh.

Murray also asked that a phone to Security be available at each floor level. He left his key in the apartment and had no way to contact Security without walking to the first floor. Steve said that if he had no cellphone available, and did not want to knock on a neighbor's door for help, he should push the call button for Security. They will respond as an emergency call, but are willing to help him occasionally in a case like this.

Sharon reiterated her plea for residents and staff to stay home rather than expose us elderly residents to the danger of flu.

John suggested that contractors be issued a generic badge for the entrance-way from outdoors to reduce the time that doors are propped open, especially in cold weather. Steve noted that they in fact do loan generic badges to contractors; he will remind them to use them when possible and not prop the outside door open.

Sharon asked that enough chairs be supplied for programs in GMH. Steve asked that residents seat themselves away from entrance doors when they arrive, in order to leave free places for late comers.

Adjourn

A motion to adjourn was made and seconded. The meeting was adjourned by acclamation at 3:26 pm.

Respectfully submitted,
John Averell, Recording Secretary