

Voted on March 14, 2019

COUNCIL ON AGING
P.O. BOX 243, 36 Muddy Pond Road
Sterling, MA 01564

The Council on Aging Board meeting was called to order at the Senior Center on Thursday, January 10, 2019 at 5:32 p.m. and Sue Protano recorded the minutes. A quorum of directors was present, and the meeting, having been duly convened, was ready to proceed with business.

1. Open Meeting

2. Roll Call

PRESENT

Sheila Battles, (2021) Member
Bob Bloom (2020), Treasurer
Nancy Castagna (2020) Member
Deb MacLennan, (2021) Member
Liz Pape (2020), Chair
Sue Protano (2019), Secretary

ABSENT

Kevin Beaupre (2019), Vice Chair
Joe LaGrassa (2021) Member
Charles Madden (2019) Member

Veronica Buckley, Director
Dick Maki, Building Committee
Maureen Cranson, Building Committee

3. Review/Approve Minutes and All Monthly Reports

Motion by Bloom, Battles seconded, to approve previous meeting's minutes

- Minutes from the November 8, 2018 Council on Aging meeting were approved unanimously by those voting. Castagna abstained.

Motion by Protano, Bloom seconded, to approve Treasurer's Report.

- Passed unanimously.

Motion by Protano, Battles seconded to approve Volunteer Coordinator's Report.

- Passed unanimously.

Motion by Protano, Bloom seconded, to approve Director's Report & Outreach Report

- Passed unanimously.

4. Building Committee Update

Maureen Cranson spoke on the HVAC System. The building committee has received one quote to switch to a mini-split system and also acquiring 2nd quote from Whitney Bros in Clinton, Ma. Both quotes will go to Sean Hamilton at Sterling Municipal Light Dept. and the MMWEC (MA Municipal Wholesale Electric Co.) for potential savings review. Maureen also mentioned the possibility of getting a quote from Sterling resident Tom Regh who installs mini split AC systems. We like to work with town businesses whenever possible. Generator needs an additional valve to be operational. Cost is \$700. This became mandatory installation and has to be installed. Need battery backup on carbon monoxide sensor panel in kitchen. If power goes out this battery backup will cover the carbon monoxide detectors as well. This expense will be paid for by the Building Committee.

5. Public Session

Maureen Cranson reported on FOSS-Did a video challenge with Clinton Savings Bank, received a \$500 prize. FOSS doing a membership drive match with Clinton Savings Bank. FOSS seeking program request from SSC. They would like to sponsor a Chinese Buffet. FOSS has ordered a buffet table for the dining room to replace the folding tables and provide more storage. Maureen Cranson reported on the Cookie & Craft Fair sales that were held on December 14, 2018 at the Senior Center. \$1100 made on cookies and \$500 on raffle.

6. Committee Reports

- **Arts Committee** -Veronica Buckley reported on the Artists' Reception held on January 8, 2019 for the Acrylic Painting class artists who paint every Thursday at the Senior Center. It was a lovely evening, about 70 people

- attended. Paintings were beautiful and on display at the Senior Center.
- **Evening Dinner Committee** – Deb MacLennan announced Italian Night to be held on January 23, 2019, February 27, 2019 the Sterling Village & Sterling Senior Center is teaming up in supporting the Walk to End Alzheimer's. Dinner & Dessert provided and prepared by Sterling Village. In March a Chinese dinner sponsored by FOSS.
 - **Marketing Committee** – Liz Pape reported that the committee will be meeting later in January, 2019
 - **Program Committee** – Nancy Castagna reported her committee would be meeting on January 22, 2019. Nothing to report at this time.
7. **Director's Update**- Veronica Buckley reported events coming up in February. Valentine's Lunch on February 14th, February 22nd Lunch 'n Learn "Safety & Security", February 25th-Caregivers Connect –co-sponsored by Clinton & Sterling COAs. Veronica Buckley will be working on improving the Handyman Program and the Friendly Visitors Program. No Gift account expenditures at this time.
8. **Unfinished Business**
- Motion by Bloom, Protano seconded to approve the Sterling Senior Center Policies Guidelines, with changes in wording for bathrooms, and submit to Board of Selectmen for review and approval.
- Passed unanimously
- Motion by Castagna, Protano seconded, to accept COA/SSC FY2019 goals as presented for All Boards Meeting.
- Passed unanimously.
- Motion by Bloom, MacLennan seconded to accept the FY2020 budget as presented by Veronica Buckley.
- Passed unanimously.
9. **New Business** - Liz Pape announced she is stepping down as Chair on June 30, 2019.
10. **Future Topics**
11. **Next Meeting** – The next monthly Board Meeting will be held on **Thursday, February 14, 2019 at 5:30 p.m.**
12. **Adjournment**
- Motion by Protano, Bloom seconded, to adjourn at 7:43 pm.
- Passed unanimously

Respectfully submitted,

Sue Protano
Secretary

Attachments –

For more details and review, copies of the Arts, Marketing/Communications and Program Committee minutes are available at the reception desk along with the Director's and Outreach Reports.

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MEETING DATE: February 14, 2019

TIME: 5:30 -7:30pm

If applicable, please fill in Executive Session START TIME: _____ END TIME: _____ Re-open to Public? If
yes ☐ state approximate time: _____

Subject of Executive Session: _____

Sterling Council on Aging

NAME of BOARD/COMMITTEE

**TOWN CLERK OFFICE USE
ONLY**

Sterling Senior Center Meeting Rm. 36 Muddy Pond Rd, Sterling, MA

LOCATION

ROOM

Name: Liz Pape, Chair, Council on Aging

DESIGNATED AUTHORITY OF BOARD/COMMITTEE CALLING THE MEETING

AGENDA

1. Open Meeting
2. Roll Call
3. Review/Approve Meeting Minutes of January 10, 2019; Treasurer's, Volunteer Coordinator's & Director's Reports
4. Building Committee Update
5. Public Session
6. Committee Reports
 - a. Arts Committee
 - b. Evening Dinner Committee
 - c. Marketing/Communications Committee
 - d. Program Committee
7. Director's Update
 - a. Gift account expenditure request and vote
8. Unfinished Business
9. New Business
 - a. CY2018 Director's Accomplishments to Goals
 - b. CY2019 Director's Goals presentation and vote
 - c. Feedback to Town Administrator on CY18 accomplishments
 - d. Update on newsletter printing contract
 - e. Upcoming Mother's Day Tea
10. Future Topics
 - a. Appointment of FOSS liaison and vote
 - b. Discussion on future program and building needs
11. Next Meeting: Thursday March 14, 2019, 5:30-7:30 pm
12. Adjournment

All meetings are open to the public

Report to the Sterling Council on Aging
Senior Center Volunteer Coordinator
For the period January 1-31, 2019
February 14, 2019 COA Board Meeting

- Volunteer Hours: 856.39
 - Admin/computer: 39.25
 - Board work: 32.5
 - Committee Work: 9.3
 - Meal Site: 285.62
 - Meals on Wheels: 122.25
 - Office Coverage: 226.33
 - Pancake breakfast: 50.05
 - Special Dinners: 26.27

Respectfully submitted,

Liz R. Pape

OUTREACH STATISTICS JANUARY 2019

Services provided between 01/01/2019 and 01/31/2019

Interaction	Duplicated	Unduplicated
email	24	22
Home Consultation	39	30
Office Consultation	26	23
Phone Consultation	81	65
Totals	170	116

This month 35 seniors NEW to the Senior Center
(in the past 6 months) were contacted.

7 were over 80.

We worked with the Fire Dept and set up over 40 home visits to seniors in the town to install new smoke detectors/carbon monoxide detectors with the Red Cross.

Since August 2018, I have completed 70 home visits to deliver light bulbs from the light dept, lights from the senior center and gathered information regarding firestop installation.

OUTREACH STATISTICS JANUARY 2019

	Duplicated	Unduplicated
Category		
Application Assistance	12	7
Assessment/Well check	18	16
Case Management/Advocacy	52	48
Client finding/Outreach	11	11
Crisis Intervention/Support	1	1
DME Medical equipment/loan	6	5
Family Support	3	3
Friendly visiting	5	4
General Information/Referral	8	7
Inter-generational program	25	23
Isolation Intervention	2	2
Nutritional support	27	15
Totals	170	116

Achievement of CY 2018 goals

Overall Theme for Year: Reach out to the Community

New Initiatives:

Congregate lunch program

Provide 5 home-cooked meals per week that meet the RDA standards for elder nutrition as set forth by MOC.

5 home-cooked meals per week since mid January. Partnering with MOC and the commodity food program is enabling us to provide these meals at \$3 suggested donation. This is a strong partnership and we anticipate using this model going forward.

Increase to average of 30 seniors per day

27 per day as of Nov / Dec of 2018 (includes staff and volunteers)

Nov / Dec 2017 MOC meals averaged 13.5 per day, so we achieved a 100% increase!

In 2018 305 registered participants were served 4827 luncheons.

In September of 2018 we rearranged times for other programs to allot the full multipurpose room for our congregate lunch program.

Volunteer Activities

Meet with each active volunteer individually to evaluate his or her current role at Senior Center and ascertain if role / responsibility still meets volunteer's needs and the needs of the Senior Center. Achieve a 20% increase in number of volunteers and volunteer hours documented in My Senior Center.

Jan – Dec 2017 84 volunteers; 8840 hours

Jan – Dec 2018 97 volunteers; 8991 hours

Inaccurate reporting is the biggest factor. While the system may not be perfect, I do feel strongly that we should continue to report these stats monthly. These stats are the

means to reporting hours and dollar savings to the town, grant funding agencies, and the community at large.

Updated volunteer book enables us (Dot and I) to follow up with volunteers and document. As of 1/1/19 we had interviewed 77% of our volunteers with goal of improving volunteer retention. In 2017 we lost over 20 volunteers; in 2018 we lost 10 volunteers.

Aging in place / Community services

Grow the Friendly Visitor program to 15 pairs of seniors with volunteers meeting on a regular basis, averaging one visit per week. Document friendly visitor hours through MSC.

8 pairs of FV end of 2017; 4 pairs of FV as of Dec 2018

See 2019 goals

Design and implement a handyman program: Create program with policies / procedures, recruit and train volunteers, provide services to 15 "households."

See 2019 goals

Provide services / programs / outreach to 250 seniors identified as "new-to-senior-center services" and "at risk." At-risk categories include over 80, lives alone, hearing impaired, vision impaired, mobility impaired, cognitively impaired, memory impaired and caregivers.

Between Outreach and Programs (Lunch and Learn Hospice Program, Take Charge Series, Low Vision Rehab Info Session, Parkinson's Support Group, Senior Strong), we have provided services / programs / outreach to 258 seniors identified as "new-to-senior-center services" and "at risk."

Provide one program / event / support service for each of the following populations:

Seniors with dementia or cognitive impairment – *Parkinson's Support Group*
Caregivers – *Parkinson's Support Group started July 2018 with average of 20 – 25 participants, Caregiver Connects, monthly support group in coordination with Clinton Senior Center starts Jan 2019*

Seniors with hearing impairment – *sound system / Captel, Hearing your Way program in July*

Seniors facing end of life decisions – *Lunch & Learn Hospice Program / take Charge Series*

Contact every senior over the age of 80. Document contact / services and update assessment information (ie, disabilities, living arrangements, emergency contact) in My Senior Center.

Developed and started implementation of outreach initiative that includes a knock on the door, distribution and installation of LED lightbulbs, LED motion-sensored stick light, and (as needed) fire stop over-the-range fire suppressants.

59 of 209 seniors over the age of 80 contacted. To complete by end of summer of 2019 and then repeat cycle yearly

Provide a community outreach program / event at Sholan Terrace with goal of identifying future needs. *See 2019 goals*

Begin to develop a long-term plan for Senior Center's community services by providing a forum for discussion of aging in place in Sterling: Coffee hour, focus group, committee? Topics to discuss - housing, access to grocery stores, pharmacy, transportation, other needs.

The Age and Dementia Friendly Survey was completed summer of 2018 with results distributed to the community fall of 2018. The survey identified community perceptions of needs and is being used to plan programs and services. The Senior Center / COA plans to work with the Master Plan Committee to promote age and dementia friendly practices in Sterling.

Sustaining Activities:

Monitor diversification of programs, communication of programs, partnerships with other organizations to continue growth as outlined in CY 2017 goals. Achieve 15% increase in senior center event and program participation.

Jan – Dec 2017 - 729 unduplicated sign ins for 17,565 events

Jan – Dec 2018 – 890 unduplicated sign ins for 21,151 events

22% increase in unduplicated sign ins; 20% increase in events attended

Explore options for decreasing costs of newsletter

Using MSC groups for email distribution of newsletter.

Incorporate Meals on Wheels and transportation into My Senior Center

MOW entered into MSC beginning July 1 2018.

Transportation information required for MART not compatible with MSC.

CY 2019 Goals

Overall Theme for the Year: Promote Age-Friendly and Dementia-Friendly Practices

New Initiatives:

Handyman program - Create a program with policies / procedures, recruit and train volunteers, and begin to provide services.

Provide community outreach program, "Understanding Public Benefits," at Sholan.

Provide transportation to SSC programming that falls outside of normal business hours.

Partner with Alzheimer's Association and other organizations to provide 3 - 4 community dementia education programs throughout the year.

Collaborate with Sterling Master Plan Committee to incorporate age-friendly and dementia-friendly action items into Master Plan.

In alignment with COA's goals for fiscal oversight and development of 3 - 5 year plan, strengthen the relationship with FOSS and the SSC Building Committee.

- Request COA appoint liaison to FOSS

- Work with SSC Building Committee to obtain financial and construction plans with timetable for completion for garage with storage, landscaping and any other projects within the committee's scope and budget.

Sustaining Activities:

Monitor diversification of programs, marketing of programs and partnership with other organizations to continue growth in program participation.

Monitor volunteer activities to ensure adequate training, accuracy of reporting to MSC, and continued growth in the program

Focus on the development of the friendly visitor program to 10 pairs of seniors with volunteers meeting on a regular basis, recognizing that older adults are not likely to self-identify.