

Minutes of COA Board Meeting – February 13, 2019

Board Members Present: Carol Airasian, Bertha Anderson, Dorothy-Jean Brown, Esther Keaney and Mary Keenan

Staff Members Present: Anne-Marie Gagnon, Director; Deborah Dunn, Program Coordinator; and Rae Grassia, Principal Account Clerk

Excused Absences: Pat Gold, Burt Greenberg, Janet McCullough and Arlene Smith

Anne-Marie Gagnon called the meeting to order at 4:07 PM

Anne-Marie introduced Councilor Caroline Bays who was in attendance.

Approval of Previous Meeting Minutes

The Board members reviewed the minutes of the January 9, 2019. Esther Keaney asked to amend the minutes as she was listed as both present and absent. Mary Keenan made a motion to approve and Carol Airasian seconded; Amended and Passed.

Review of Financial Statements

Anne-Marie Gagnon reviewed the financial statements. We are mid-year and the local Watertown food drive for the Food Pantry was a huge success. The food drive was spearheaded by Lauren Unsworth, Vice President of the Lowell PTO, along with other Watertown residents and the Watertown Community Foundation to benefit the Watertown Food Pantry and Watertown Catholic Collaborative Food Pantry.

<http://www.watertownfoundation.org/wp-content/uploads/2019/01/Community-Food-Drive.pdf>

The Marshall Home Fund line item is on target and the MHF report and proposal for next year are due on March 15, 2019.

Mary Keenan noted that the COA/Senior Center and the Watertown Food Pantry both received \$1900.00 from the Watertown Savings Bank Customer Choice Awards. Anne-Marie invited all to the awards ceremony at the Post 440 on March 26th from 5:00-7:00.

Spring Survey of Programs and Classes

Anne-Marie reviewed our spring survey on lectures and events. Margie Wayne, Program Services Assistant, has collected approximately 85 at this time. Most of the reviews were excellent with 3's, 4's, & 5's on a scale of 1-5 (5 being best). Questions included rankings on the time of day, content of lectures, length of program, instructor knowledge, parking, exercise classes, room temperature and gymnasium temperatures, use of check-in system, customer service and programs seniors would like to see in the future. Anne-Marie would like to continue with surveys as it is a good way to make improvements. Carol Airasian commented that it is a very good survey. 3's were focused on parking and room temperature in the Activity Room.

Senior Center Policies Discussion

Anne-Marie discussed how to accommodate all seniors with classes, lectures, movies, game time and room time. Anne-Marie has drafted a policy for discussion. The policy touches on parameters for scheduling times and spaces, food policies and clean-up of the activity room, lobby and kitchen after use. Debbie commented on respecting room usage, beginning and end time of programs being adhered to and visitors should be checking with staff for programs and events.

Another note that was made was the privacy concerns for our Case Worker Marina, who may need to meet in private with clients and she would need visitors to respect that need; thus the need for room scheduling.

Dorothy-Jean commented that there are more people than ever visiting which is nice and people do feel at home here. Mary Keenan agreed that visitors should be waiting in the lobby while programs and events are being set up so the staff can do their job. Caroline Bays commented that it is nice that people do feel at home at the Center. Anne-Marie thanked the Board and made note that all comments are welcome and that further discussion will be at next meeting in March.

New Business

Town Councilor Caroline Bays shared her experience about a recent age-friendly meeting she had attended and asked what efforts Watertown was making in that direction to possibly have Watertown receive an Age-Friendly designation from AARP. She asked about having more conversations or a possible lecture on the Age-Friendly topic in the future. Anne-Marie will look into addressing this.

Anne-Marie informed the Board that the interior painting of the Center would be starting soon.

Carol Airasian and the ESOL group received a new flyer from our Case Worker Marina which she translated into Armenian, Russian and Arabic. On April 10th the ESOL group and the COA/Senior Center will be holding an Armenian/Russian Day here at the Center. Marina is working with Debbie on details.

Revisions and updates to the text have been completed on the Directory of Senior Services and it should be getting sent to print soon.

Carol Airasian asked about the status of the Exercise by Video offering at the Center. The video has recently been a fill-in for a class space and then used at times when an instructor was absent. Esther and Bertha agreed that it is a great video, but as Anne-Marie noted as of last session (when an instructor was absent) having an actual instructor is a safer and better experience for participants, therefore the video will run through the end of February and an additional class with an instructor will be added to Thursdays. This will ensure a healthier and safer experience for seniors.

Adjourn

Mary Keenan made a motion to adjourn and Carol Airasian seconded. The meeting adjourned at 5:15 PM

Respectfully submitted: Rae Grassia, Principal Account Clerk