

### COA Board Meeting Minutes



**Date**

December 10<sup>th</sup>, 2025



**Time**

4:00pm



**Location**

Virtual Zoom - WCA-TV Broadcast



**Roll Call Attendees**

9 Person

- |                                |  |   |
|--------------------------------|--|---|
| • Helen Dempsey<br>Chairperson | • Russ Arico<br>Board Member                 | • Ryan Nicholson<br>Board Member          |
| • Dan Unsworth<br>Board Member | • Jamie O'Connor<br>Board Member             | • Gina Brennan<br>Board Member            |
| • David Blake<br>Case Worker   | • Lydia McCoy<br>Director of Senior Services | • Sheri Melenciano<br>Program Coordinator |

**Agenda**

**Topic**

**Presenter**

Motion to Approve Minutes

- Review of prior Meeting Minutes from November 12, 2025 - Approved

Helen Dempsey

COA 2025 Program Highlights & New Programs

**COA 2025 Highlights:**

- Spring Tea Party event
- Storytelling with Karina L. & Mexican Fiesta Birthday Bash collaboration event with Sancta Maria Nursing Home
- End of the Summer Labor Day BBQ
- Veterans Luncheon Appreciation Event
- 3<sup>rd</sup> Annual Health Fair
- Fall Volunteer Thank You Luncheon

Lydia McCoy

**New Programs Launched:**

- Music for Memories - A student-led initiative dedicated to bringing joy, connection, and comfort to seniors.
- Memory Cafe
- End of Life Grief Series - Hosted by Carol Valcourt owner of Patient Presence where she provides compassionate guidance through life changes, loss, and death.
- Meditation Group - Volunteer Nancy Barcelo a meditation instructor at the Cambridge Insight Meditation Center brings us meditation for all levels.
- Writing Group Club - Julie Barnett
- Volunteer Monthly Group Session
- Ayurvedic Spices, Teas, & Wellness with Anjana
- Pickle Ball Beginners Class Series
- Japanese Sing Along
- Queer Culture History - LGBTQ Friendly
- Black History Month Luncheon
- Flamenco Dance Class & more!

## Agenda

## Topic

## Presenter

COA  
2025  
Program  
Highlights  
Numbers,  
Challenges,  
Comments,  
& Concerns

- **Volunteer Opportunities** - 273 occurrences
- **Special Groups** - 50 occurrences
- **Special Events** - 41 occurrences
- **Special Check In** - 80 occurrences
- **Socializing** - 259 occurrences
- **Social Activity/Event** - 174 occurrences
- **Recreation/Entertainment** - 423 occurrences
- **Nutrition** - 12 occurrences
- **Health/Fitness** - 426 occurrences
- **Health Screenings** - 12 occurrences
- **Classes/Workshops** - 342 occurrences

### 2025 Challenges:

- Insufficient Staffing Coverage
  - No full time Program Coordinator for 6 months
  - No Department Administrative Assistance for 7 months
- High Call Volume with Limited Capacity Respond
  - Past two months department received 3,800 incoming phone calls, with only 1,289 calls answered live and 1,330 callbacks.
- Inadequate On-Site Parking for Large Events
- Insufficient Program and Event Space

### Comments & Concerns:

- Lydia stated that we are in need of an additional Program Assistant and Assistant Director position in order for the department to be adequately staffed.
- Russ suggested having a voice activated system to help with the call volume
- Lydia is open to suggestions for ways to improve the process
- Helen presented the idea of advocating for a larger space for the Seniors and parking and write a letter.
- Dan suggested for Lydia and Helen to reach out to the schools superintendent to advocate for them to utilize the underground parking to give us more space for our seniors. Dan also suggested for Lydia to advocate for vacation, training days, and sick time coverage to get more staff coverage. Jamie also agrees to reach out to the superintendent.
- Lydia Shared a letter from a neighboring town stating how happy she was with the way our COA was able to assist her in a way that her COA was unable to for her medical equipment.

Lydia McCoy  
Dan Unsworth  
Russ Arico  
Jamie O'Connor

Motion to  
Adjourn  
Meeting

**Motion to adjourn the meeting, all in favor the board approves.  
Meeting adjourned at 4:59 PM.**

Helen  
Dempsey

Minutes

COA Board Meeting Minutes respectfully created and submitted by  
Sheri C. Melenciano, **Program Coordinator of Senior Services**

Sheri  
Melenciano