



Minutes of Town of Andover  
Council on Aging Board Advisory Board  
Virtual Meeting via Webex Link  
February 11, 2021 at 8:30 am

The Council on Aging Advisory Board met in regular session on Thursday, February 11, 2021 via Webex. Chair Paul MacKay called the meeting to order at 8:30 am and roll call was taken.

PRESENT: Molly Bicking, Joan Fox, Tana Goldberg, Louise Hadad, Jeff Kaplan, Paul MacKay, Thomas Rando, Kimberly Rainen, Judy Trerotola, Edward Plowey

ABSENT: Fran Walker McGuiness

STAFF: Jane Burns, Kelly MacKay, Christine Marshall

GUESTS: None

CORRESPONDENCE: None

LIAISON REPORTS: None

CITIZENS INPUT: None

#### PROGRAMMING – SURVEY RESULTS & TAKEAWAYS

Jane turned this over to Kelly to present the survey results. Kelly shared her screen with a presentation of the programming survey results. She discussed that the survey was open from mid-September to mid-December and we received a lot of great data from 355 people. Kelly discussed the following areas:

- Communication – The top responses were newsletter, word of mouth and local newspaper. Kelly discussed that we have starting using Constant Contact to email large groups with a consistent look. This means of communication is being well received.
- Current Participation in Programs – The responses for pre-Covid participation were fitness, lifelong learning and volunteering.
- Timing of Programs – Highest number of responses were before noon and then before 3:00 pm. Also Spring and Fall programs are most popular.
- Intellectual Programs - There was a lot of information here to analyze, including history, Higher learning courses and technology.
- Buckets of Programming Ideas – Kelly looked at this with funding in mind. ASCF helps support holiday/birthday celebrations and we have received grants from the Andover Cultural Council.
- Health and Wellness Programs and Trips – Fitness is happening now in person and through Zoom. We received a grant from the Mass Office on Disabilities to fully equip the fitness center. We are also working with a Merrimack College graduate student to staff the fitness center. Funding has



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been received from Andover Home for the Aging for evidence based wellness programs, Aging Master and Matter of Balance. People are interested in trips and outdoor groups.

- Technology – 92.5% of the responses have in home internet, 84.5% have computers, 76.1% have smart phones, and 83% have used Zoom or Skype.

There were questions regarding housing and income. There was a box to check off for apartments and condos. 225 of the respondents answered the income question.

There was discussion about the Townsman covering events and having one point person. Molly explained that the Townsman has gone through some staffing changes and we may need to get reacquainted. Tana, Jane and Jemma have all had regular contact with the Townsman.

There was also discussion regarding Constant Contact and if there is a vehicle for people to respond to the email. Kelly explained that the responses will go to our main email account – seniorcenter@andoverma.gov.

Jane reminded everyone that Kelly started in June and in her first two weeks started working with the Programming Committee on this survey. Kelly has done a wonderful job and is a great addition to the team.

#### PRELIMINARY PROGRAMMING PLAN

Jane sent out with her Director's Report the 2020-21 program schedule. Each month has a theme and entertainment. This schedule is a guide to help us move forward.

#### COVID VACCINE STATUS UPDATE

Jane discussed this ever changing, evolving situation. The biggest obstacle is that Andover is receiving only 100 doses of vaccine per week. At 9 am today, we are opening the Call Center for next week's clinic. The clinic is from 9-11 am on Wednesday, February 17. The Call Center is set up in the Select Board Room with four stations and five volunteers. They are taking calls and booking appointments.

Jane explained the State's Call Center 211, which connects to a human to assist with scheduling an appointment. If no appointments are available, they will go on a wait list.

Jane discussed our Medical Transportation program, and that we will bring folks to their vaccine appointments. This has not been publicized yet, but will be on the front page of the March newsletter. Meals on Wheels and Medical Transportation drivers were vaccinated by the Town on February 3.



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There was a question about how the vaccines were communicated. Civic alerts went out yesterday, a robo call and a Constant Contact email. Andover Patch picked it up as well. There was a question regarding the second dose. The Health Department has the second dose built into their planning. When the attend the clinic, the next appointment will be scheduled. There was discussion about those who do not show up and making sure doses are not thrown away. Calls will be made to remind people of their appointments and we will be sure no vaccines go to waste. Andover is hoping to receive more than 100 doses per week; although there is a storage issue. The Health Department is working with local hospitals on storage.

Jane discussed a program they have been working on regarding the science of the vaccine; with a goal of increasing information to the Andover elder community so they can make informed decisions. It will be a Webinar forum with key issues and frequently asked questions.

#### GRAND OPENING PLANNING - SUBCOMMITTEE CREATION

Jane and Kelly have had many discussions about the Robb Center opening and what it will look like. They are looking for one or two COA members to join this subcommittee. Judy and Louise volunteered. Events will be virtual and in person in May.

#### ELDER SERVICES DIRECTOR'S REPORT: Jane presented the Director's Report for January.

- Meals on Wheels – Meals are going out 5 days per week now, and it's going well. We have had a few snow storms, and we send out a frozen meal the day before a storm. We have not exhausted all the donations for now.
- Programming – In January, we received a \$10,000 grant from AHAP and a \$3,000 private donation for evidence based programming - Aging Mastery program and Matter of Balance program. Aging Mastery is a program offered through the National Councils on Aging, and is a ten week program, each module addresses a topic in aging. There is a different topic each week. It is a proven evidence based program. We will bring this to the Robb Center and roll it out in June. We will run it four times per year. We will find the speakers for each topic.
- Senior Connections – Senior Connections is still operating four days per week. This is a program tough to run during a pandemic. Jane gave kudos to Stephanie and her group.
- SCRPT Program – While 22 people have completed their hours, some SCRPT volunteers have not started work. There are continued discussions with the MCOA about losing SCRPT jobs. Ashley has been busy creating new jobs. A lot of positions will open up in April and when people get vaccinated.
- Construction – Facilities has cancelled next week's tour due to flooring issues. It will be rescheduled to March. Fitness equipment and furniture has been purchased. Coffee and Construction on Zoom continues.



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There was discussion regarding capacity when we open. We will still be limiting participation, but since our space is larger, some programs will be able to have more people. We are in a holding pattern on the branding project. Jane informed the board that we have exhausted the budget, and we have some creative folks on staff that continue to work on the logo. Constant Contact has a generic logo which we are using, but it's not the final logo.

Jane congratulated Louise on the Citizens who Care award she received from the Rotary Club.

Paul thanked Kelly and Jane for the survey results and program plan. We are well positioned for the opening of the Robb Center.

Paul postponed the approval of the minutes for December 10, 2020 and January 14, 2021 meetings until the March meeting.

NEXT MEETING: March 11, 2021 at 8:30 am

#### ADJOURNMENT

ADJOURN: Tom made a motion to adjourn at 10:01 am; Molly seconded the motion; roll call was taken; motion carried unanimously.

Meeting was adjourned at 10:01 am

Respectfully submitted,  
Christine M. Marshall, Office Assistant