

Town of Andover  
Council on Aging Minutes  
March 11, 2021

The Council on Aging met in regular session on March 11, 2021 on WebEx. Chair Paul MacKay called the meeting to order at 8:33 am.

**Roll Call Present:** Molly Bicking, Tana Goldberg, Louise Hadad, Jeff Kaplan, Paul MacKay, Ed Plowey, Kim Rainen, Tom Rando, Judy Trerotola and Jane Burns, Director of Elder Services, and David Josselyn from Andover TV

**Correspondence:** Paul MacKay received resignation from Joan Fox after nearly 8 years on the Board. Paul would like to put together a letter to Joan thanking her for her service and contributions to the Council on Aging and Senior Center renovation.

**Liaison Reports:** Elderly and Disabled Taxation Fund Committee trying to meet and need the committee members to be appointed.

**Capital Campaign Committee:** have submitted to the Town the name requests for those who sponsored room naming rights. Paul MacKay had communication with the Town Manager yesterday because it had been on the Select Board meeting agenda and was pulled. Town Manager indicated it would be dealt with in the next two weeks so that names will be up on the walls in the Center before opening.

**No Guests Present and therefore no citizen input.**

**Robb Center Grand Opening Plan:** Committee formed to plan reopening and had one meeting so far, another meeting tomorrow. Louise, Judy and Jane – how big should the opening be in May given the pandemic or delay some activities for senior citizens months. Louise wanted to prioritize and recognize major donors. Judy mentioned issues with changing guidelines on group sizes and gathering, perhaps a soft opening in the spring and a larger event in September along the lines of a gala, etc. Paul is nearly done compiling the entire list of donors from the various medium by which donations have been made. He will share the donor listing with Jane. Jane said the Town wants to have a ribbon cutting and room dedication ceremonies. Jane said the smaller events in May September is senior awareness month along with having the pandemic hopefully being in a better place this just makes a lot of sense. Kelly, Jane and Ann Ormond have met and while May has little on the docket, all town entities have delayed their celebrations and events until September.

**Robb Center Programming Plan:** Last meeting this was sent out but was not covered during the meeting due to time constraints. Survey results have been reviewed and analyzed, resulting in completion of a programming plan for the calendar year. Will always have a virtual senior center going forward and can have a hybrid model, with some folks in person and some over Zoom. This allows us to reach folks that are homebound and will also allow people who maybe aren't feeling 100% to participate. Great relationship with Andover TV who can broadcast live or a recording.

Sample Month for October, theme of Fire Safety and Breast cancer awareness; turn the Robb Center into a nonalcoholic beer hall; Alzheimer's Walk October 3<sup>rd</sup>.

New programs for 2021 include technology literacy, which is underway with Senior Connections starting in May to include a grant of \$3,000 to purchase 12 tablets, Aging Mastery Program, Arts to include photography and painting, Movie license, Lecture Series, such as hearing from an Andover Olympian.

Tom is often working in homes and finds a lot of terrible safety conditions in the homes of seniors and wants to start a program to review safety of home of seniors in Andover. Tom noted liability concern. Louise agrees this is a great idea and suggested being in touch with some rehabilitation centers as they often do safety reviews for people coming home from rehab. Molly noted that safety issues were often a topic of the Senior Center Health Fair. Jane noted that there are a number of agencies who would come to do a program for this topic. Our social work team can usually do this kind of work and will be back to doing so now that they have been fully vaccinated. Elder Services of the Merrimack Valley, our social workers and rehab centers are all avenues to have home safety reviews, but people need to be willing to have it done and follow-through with changes.

Molly asked what the process is going forward to bringing ideas to the programming committee. Make sure Jane and Kelly have the support that they need and how do seniors have input. A good time for review the role of the programming committee going forward now that the major task of the survey and planning for transition back to the Robb Center is more or less complete. Judy asked what the best conduit for feedback and suggestions is. Jane said emailing Kelly and copying Jane is good. The review was really a high-level overview, great programming going on and various groups working on different things and a lot coming up in the pipeline. Paul commending Jane for the committee's work transforming the input from the survey into architecture for the programming going forward.

**Robb Center Code of Conduct:** Email sent ahead of time including a Standards of Independence or Code of Conduct. This is an important document when we open to doors of the Robb Center. Jane indicated Board support and comments are needed. Review of what was in Andover prior and other communities. This is a safety document, outline conduct on and off-site. Emergency Contact information and protocols for when someone is feeling unwell or experiencing a medical emergency were reviewed. Staff or volunteers cannot drive someone home who is experiencing a medical issue. Acceptable Behavior guidelines reviewed together. Separate set of standards for Senior Connections that are reviewed as part of their intake to the program. Bullying standards are included in the Code of Conduct. Services animals are permitted pursuant to the Americans with Disabilities Act but must be under the control of their handler. Suspension is always the last resort.

Tana had feedback about the difference between a service animal and companion animal – may want to differentiate in this area. Tom had a question regarding the Code of Conduct and whether these would be posted in the Center. Jane indicated it would but is not sure exactly around the entrance they will be posted and will decide once the staff is physically back in the Center to look at signage. Will also need signage to address mask wearing and social distancing, etc., which is not addressed in this document. Tom had a suggestion around vaccine awareness and that vaccination is not available to all individuals. There was discussion of softening the language in the Code of Conduct and possibly using the title of Standards of Conduct. Jane will make some updates and wordsmithing. It will be on the agenda for the April meeting for a vote and we will print at the bottom that it was adopted by the Andover Council on Aging Advisory Board.

### **Time Bank:**

**Director's Report:** Jane reported that the meals on wheels drivers and kitchen staff has been fully vaccinated. Meals on wheels continues to grow; February was a short month and we delivered over 2,000 meals. Tech program has been successful. We continue with hybrid classes and are holding live classes as well. Winter fitness session 2 began and the 8-week model is working out very well. Cultural council grant on birds, butterflies, and bees program brought in over 30 people on Zoom. The mentors did a great program on senior living. We did a cooking demonstration with Bridges. Senior Whole Health sponsored a craft program. We had 14 different events in February.

Senior Connections had to close for a week because of a positive case in February. Transportation update – we had 16 medical transportation rides, 4 grocery trips.

Medical transportation volunteers are also vaccinated. They are also driving seniors to Mass vaccination sites. SCRPT update - 27 people have completed their hours; 40 folks have 50 plus hours; and we still have 70 plus people who we are concerned about being able to complete their hours. Jane and Ashley have met to discuss SCRPT jobs and what jobs will be available when the Robb Center opens. Jane reported that furniture is being delivered between April 5-8.

Paul updated on the Capital Campaign gross donations just over \$472,000 and net is \$435,000. There are some foundation grants that we feel confident we will receive, possible another \$15,000. We will be very close to the goal we set in August of 2018.

Paul asked Jane if discussions will take place like last year for the town to supplement SCRPT hours for those folks not able to complete their hours. Paul feels that it is important for those who count on the program to stay living in Andover. Jane stated that we are getting to the point that we may want to update town management on where the program stands.

**Meeting Minutes:** Approval of minutes will be postponed to April meeting.

### **Adjournment**

**Adjourn:** Molly made a motion to adjourn at 10:00 am; Louise seconded the motion; there was not a quorum to take action on this motion.