

## FINAL

### Carver Council on Aging Secretary's Report

Meeting Date: January 21, 2021
Meeting Location: Town Hall, Room #1
In Attendance: Donna Forand, Claudia Miller (by phone), Savery Moore, Helen Marrone, Connie Kelly, Director and Paula Hitchcock (Alternate).
Absent: Nancy Ryan and Stephanie Clougherty
Visitor(s): Heidi Miles COA Outreach Coordinator and Jim Hoffman, Select Board Member
Meeting Start Time: 4:32 PM
Adjourned: 6:10 PM
Next Meeting: Thursday, February 18, 2021 at 4:30 PM

Secretary's Report: Donna Forand read November 12, 2020 minutes which included welcoming Stephanie and congratulating Nancy Ryan for becoming a board member after serving as an alternate. Savery requested reviewing five and ten year Council on Aging building plan, police plan and how they started. When survey done the majority wished for a central location. Rick stated we need a feasibility study. Rick will put a bulleted list together to help get us started.

Motion to approve minutes as amended by Helen Marrone  
2<sup>nd</sup> by Savery Moore     Unanimous decision

---

Director's Update: See attached.

Highlights are 100 turkey take away meals MOW and Drive Thru. Local Daisy Scouts were a big part of volunteering with this event. June cooked meals over weekend with family assistance. ☺

A Select Board member reported that a resident called to voice a food safety concern that June and her family helped prepare the meal. Connie explained that because family members weren't preparing the meals they did not have to be serve-safe certified. However, all June's family members are serve-safe certified.

Connie wants to go on record that, contrary to a post on Facebook, the Council on Aging did not reject gift bags for MOW recipients at the holidays. Paula Hitchcock offered perhaps it was that MOW names and addresses were asked for the gift bags. That would mean the names that could not be given out due to HIPPA (privacy law).

The COA did give out hand-made ornaments and cards from the schools to MOW throughout the Holiday Season.

Beginning December 8, 2020 coffee hour had to be cancelled due to Covid-19 additional state regulations put in place.

Renovations are beginning to take place at the COA such as painting ceiling, lighting (fixtures installed by electrician.) A concern was brought up whether hearing could be an issue through the plexi-glass

pieces. Connie will report back. Connie's husband began removing wallpaper and will be ready for painting. Flooring will be the last step. Connie has a proposal under \$10K for flooring. Rick is looking for funding.

Received 5 I-Pads under the CARES Act. Connie is laying out a plan to best utilize this equipment to benefit the seniors. Savery asked if old computers/I-Pads be given to the COA when they upgrade to newer equipment.

---

Connie introduced Heidi Miles new Outreach Coordinator. Heidi worked 10 years at Life Care so has much experience with seniors. Heidi also has experience working with their families.

Heidi conducts approximately 25 wellness calls weekly to check-in, 8-10 weekly family information calls, 5-7 information packets mailings with services options and 10-12 weekly random information income phone calls. She also worked on 5-7 envelopes which contained COA new comer member information flyers. Helen asked about assisting with volunteer phone calls. Due to privacy laws we can't give out phone numbers for the seniors being helped through Outreach. Connie referred to the "Friendly Caller" program discussed previously in the October board meeting that requires a volunteer coordinator to run due to the confidentiality protocols involved. After attending the "Friendly Caller" workshop in October, Connie gave Nancy Ryan a copy of this guide as she has shown interested in recruiting volunteers. We will put this topic on the agenda for next meeting so we can discuss with the entire board.

---

#### Update on 5 Year Plan

Rick submitted a bulleted list to the board as a starting point to considering either a new building or renovating the existing building.

Savery briefly discussed survey results that had been conducted in town. Four thousand, five hundred residents over 55 years in Carver had received this survey to complete. Over 1200 responded to survey. Fifty of those are currently utilizing the COA. There has been a 25-33% Increase in the senior population in Carver. The Atwood House will not be able to accommodate an exponential increase in visitors.

This project is long term and pre-planning is the first step. We will invite Rick to our meeting in March after board has time to review Rick's bulleted steps to move forward.

Jim Hoffman speaking as Recreation Committee member, explained that Pickle Ball was discussed at their meeting last night. They are working on the possibility of attempting to make it happen.

#### Member Comments

The Board feel the Chair and Director of the COA should discuss the ongoing negative comments being written on Facebook. This town needs to go forward in a positive direction and work together. Negativity on FB is counter-productive to achieving this goal.

#### Public Comments

Jim Hoffman is reaching out to us if we need anything.

---

Motion made by Savery for next meeting on February 18, 2021 at 4:30 PM. Helen 2<sup>nd</sup>. Unanimous.  
Motion made by Savery to adjourn meeting. Helen 2<sup>nd</sup>. Unanimous decision.

#### Adjournment

6:10 PM.

Motion to Adjourn by Savery Moore. Helen 2<sup>nd</sup>. Unanimous decision.