



Sudbury Senior Center Annual Report on 2021



2021 Sudbury Senior Center Report Summary

The Sudbury Senior Center began the year 2021 in the midst of the continuing COVID-19 pandemic. The first few months of 2021 involved a gradual effort to bring staff back to work from a partly remote situation to in-person 5 days each week. We continued to plan and provide programs and services virtually or in-person and outdoors.

At the start of the year, the majority of virtual programs were held on the videoconferencing platform Zoom, including lifelong learning classes (3 history classes each week), fitness classes (3 classes each week) and many social, staff and group meetings. Contact with our participants was by phone or email with occasional in-person outdoor meetings or gatherings utilizing the appropriate safety protocols. Grab 'n Go lunches were enjoyable and very popular. People would drive through the Senior Center lot, stop to chat with staff and pick up their lunch and then sometimes meet outdoors to eat together.

We continued to offer many vital volunteer services, including: 1) Grocery Shopping, 2) Fix-it (outdoors), 3) Phone Buddies, 4) Friendly Visitor (by phone), 4) Sand Bucket delivery, 5) Goodnow to Go book and materials delivery, 6) Home Safety Checks, 7) Lockbox, 8) Tech Support, 9) Yard Cleanup, 10) Lockbox and 11) the Medical Equipment Loan Closet. Home Delivered Meals were delivered in conjunction with Site Manager Debbie Peters of BayPath Elder Services.

The Sudbury Connection Van service was suspended at the start of the year but with a lot of effort and detailed planning of safety procedures, we were able to restart service in March of 2021. New COVID-19 safety procedures were in place for both the van drivers and passengers.

Working with the Sudbury Transportation Committee, we procured grant funding to start the Go Sudbury! Uber program in February. The GoSudbury! Taxi Ride program was paused due to funding issues at the beginning of the year, but restarted in May, 2021. Users of the service were grateful to be able to safely transport themselves to medical, grocery, employment, and other important destinations.

On July 6, 2021, the Sudbury Senior Center reopened with limited in-person activity. We began to offer small in-person programming with strict COVID protocols: very small numbers of people at a time, mask wearing, extra ventilation, and special cleaning. All of the staff worked endlessly to follow safety guidelines on ventilation and cleaning while assisting to educate visitors about mask wearing and physical distancing. The Senior Center was quiet at first, as people were not quite ready to come back. We were able to restart our Fit for the Future fitness class with limited numbers in the large and airy Fairbank gym.

We continued to offer Grab 'n Go drive-through lunches and many of the larger programs continued virtually. We started to offer some smaller in-person events and programs, testing our planning and safety protocols.



Chery Finley and Janet Lipkin hosting our St. Patrick's Day Grab n Go, March 2021. A collage of St. Patrick's Day cards from local students to our older residents.



Sharon Wilkes, Christie Bavuso and Tia Kelly at our Mother's Day Grab n Go event. Geraniums from Bridges by Epoch along with gift bags from Sudbury Garden Club.



Initially in August and then in September, we had hoped to host an in-person luncheon, but as the COVID-19 Delta variant surged, we altered our plans and continued to go with Grab 'n Go lunches. This was a pattern that continued: planning and hoping to offer more and larger in-person programs, and having to scale back, or change programs to virtual, or outdoors.

Fortunately, over the subsequent fall months, we were able to bring more small groups back to in-person sessions at the Senior Center including a Low Vision group, Canasta Group, and the Uber Tech clinics.

As of November, we also added Mah Jong to the list of in-person activities. In December, we held a small holiday gathering with drastically reduced numbers and special protocols. As the Omicron variant surged, we stayed the course. Fortunately, we had been conservative and not yet expanded to larger programs, and therefore did not need to change our plans dramatically.

Participants in the Sudbury Senior Center Fit for the Future program in the Fairbank Gym in July 2021.



The energy, creativity and skills of all of the Senior Center staff contributed greatly to the successes of the Senior Center this year. The planning and development of new COVID-related procedures, as well as changes to how we set up and run our programs and events, kept all of us constantly on our toes. Managing classes and programs on Zoom requires a different set of skills and more time and effort. Chery Finley and Sharon Wilkes spent a lot of time scheduling and managing many of the Zoom meetings. Ana Cristina, Debra Galloway and Janet Lipkin scheduled and managed the Council on Aging, Dementia Friendly Sudbury, Volunteer Meetings, and other related meetings on Zoom. We all worked together to foster a welcoming and safe space, and to plan our expanding programs safely.

Over the year, the pandemic continued to present challenges including the shifting State and Town guidelines. We developed new procedures, managed the ongoing need to help people keep masks on and wear them properly and the extra work involved in running virtual and hybrid programs.

We were concerned about the difficulty in reaching all of our “people”. We continued to worry about both the physical and mental health effects of the pandemic, especially with regard to those participants who continued to spend all of their time at home. We offered technical help with learning to use Zoom, and more people were able to begin to participate in virtual programs. We continued to offer Grab ‘n Go lunches which had the benefit of getting people

out of the house, and allowing us a chance to visit with them when they stopped by for the meal. We encouraged people to contact us, and to sign up for our Friendly Visitor and Phone Buddies programs, or to come to the Center and participate in a small group activity, such as our Mah Jong or Canasta groups. Volunteer Program Coordinator Janet Lipkin held virtual Volunteer gatherings to offer information, support and connection for our wonderful volunteers. We unfortunately noted that many of our participants became sick and some passed away. It was so sad for us, especially that many times there were no memorial services held due to the pandemic.

Special Circumstances

The Director of the Senior Center was able to make a longtime dream come true of pursuing a backpacking trip along the southern half of the Appalachian Trail in April, May and June. Staff very generously supported this trip and each one took on additional work to enable the trip to take place. In particular, Ana Cristina Oliveira, Outreach and Information Specialist, took on the role of Acting Director during the 3-month period. Sharon Wilkes, Program Coordinator, took over the management and editing of the monthly newsletter. Janet Lipkin, Volunteer Program Coordinator and Chery Finley, Administrative Coordinator, provided extra support to both Ana Cristina and Sharon, as well as worked hard on all of the programs that needed special planning, such as the AARP sponsored Tax Preparation service that took place in June. Tia Kelly, Receptionist, did her best to provide support to the staff and helped to keep program plans organized and coordinated, as well as ensuring that everyone received their messages. The Director had a wonderful experience, returning refreshed and energized, and ever grateful for the support of the Senior Center staff, Town Manager Henry Hayes and Asst. Town Manager Maryanne Bilodeau.



Ice cream social in August 2021,
out on the front “porch” of the
Sudbury Senior Center.

Staff are ready to serve Ice Cream!

Volunteerism Works Wonders

The Senior Center is fortunate to have a wonderful level of volunteer support, allowing us to provide many programs and services at the Senior Center and in the community. The Senior Center's Volunteer Program Coordinator recruits, trains and coordinates with about 210 volunteers each year. Programs supported by volunteers offer help at home, such as Fix-it home repair, our Phone Buddies program (new this year), and Sand Bucket delivery in winter and more. Residents who volunteer are vital to these programs and are so happy to help and say they get more than they give. We are pleased to offer these opportunities and to provide services that increase safety and security at home.

The Senior Center also reaps the benefits of the volunteers who participate in the Sudbury Council on Aging and Sudbury Transportation Committee, providing input and insight into the planning and policies of the Sudbury Senior Center and Sudbury's transportation services. We are so fortunate to have many active and engaged volunteers in our Town Committees and Boards!

Another example of volunteerism at the Senior Center **that I would like to highlight this year is the Senior Center's** lifelong learning and special discussion groups.

For many years now, we have recognized that we have a strong contingent of lifelong learners who enjoy history classes. Our fall history course is a long tradition started about 19 years ago. The class eventually became an annual history course from The Great Courses' lecture series, with volunteers who plan, coordinate and moderate the course. This model continues with a special history course offered in the fall and spring every year. The titles have included U.S History, and the histories of China, Russia, and currently the Ancient World.

Currently, Bill Allard, Don Sherman and Bonita Rettman, plan and coordinate the course. They examine the offerings from "The Great Courses" college lecture series, and survey the participants for interest levels in particular courses. A course is chosen and then volunteer moderators are solicited. Moderators are responsible for "hosting" the lectures of the week, offering additional content if desired, and moderating the discussion period. These courses are extremely popular – drawing up to 35 people at a time during this year's virtual offerings, with more than 133 different people participating in these types of courses.

About 2 years ago, Music history courses were suggested to supplement our world history offerings. Participants Barbara and Brian Clifton, who have a collection of Great Courses DVDs,

came up with popular suggestions and shared many of their own Great Courses DVDs. They have continued to help us choose popular Music history and also Art history lecture series in an ongoing basis.

All of these programs are a result of time and energy spent on the part of volunteers who have a special knowledge or interest in a particular topic and run with it. Two other programs that are the result of efforts by volunteers include: the Great Decisions series, from the Foreign Policy Association and the Current Events discussion group. These programs would not occur without the planning and coordination of Bill Allard (Great Decisions), and the weekly planning and facilitation of Donald Sherman (Current Events). The Senior Center participants and staff are grateful for these volunteers who help us to offer all of these valuable programs that engage the mind and provide opportunities for deep discussions. What has been particularly noteworthy is that the discussions are generally respectful and fair, with participants listening to various viewpoints and giving all participants a chance to share. Participants have found that the diversity of opinions has been enlightening.

Sudbury Loves our Senior
Citizens sign creator Marie
Rock!



Many Thanks!

Thank you to the Friends of Sudbury Senior Citizens for their on-going financial support of our programs and events, as well as support for the website and the new Senior Center as part of the new Community Center.

Our gratitude also extends to the Sudbury Garden Club who sponsored and facilitated several special workshops, such as the Boxwood arrangement workshop and the Valentine arrangement workshop, and for their generous donations of flower arrangements during our early weeks of reopening!

Sudbury Connection Van Transportation

The Sudbury Senior Center was able to re-start the Sudbury Connection van service in March 2021 on a part-time basis, with strict protocols. Extra time was planned for the van drivers to be able to perform special cleaning. Van drivers began wearing masks, and were tried

whenever possible to have some windows open for ventilation. Ridership was limited at first but grew over the months.

One of our full-time Van Drivers moved on to another position in September and we struggled to find a new driver, entering 2022 with only one driver. We needed to adjust ride schedules at times, but received help from our part-time, substitute van driver, Ron DeMarco.

Sudbury Transportation Committee

Senior Center Director Debra Galloway continued to work with the Transportation Committee to plan and coordinate additional transportation options for older adults, as well as other residents in need of transportation.

The Go Sudbury! Taxi program started in September 2020 and continued into early 2021. The program was suspended due to limited funding and restarted in May of 2021, providing only medical transportation. The Taxi program has been extremely valuable, providing medical rides to many destinations that the Connection van service does not, including Burlington and Boston.

The Go Sudbury! Uber Program started in February 2021 and has been well utilized. The Uber program has provided on-demand rides to destinations in Sudbury and up to 25 miles from Sudbury meeting a need for spontaneous transportation for shopping, employment, errands, and other needs.

Note: Please see the full report from the Sudbury Transportation Committee included with this Annual Report.

Dementia Friendly Sudbury Action Team

The Dementia Friendly Sudbury Action Team met monthly during 2021. The Dementia Friendly Sudbury team strives to increase dementia awareness and understanding, and providing education, services, programs, and public spaces that support people with dementia and their care partners.

Several team members are Certified Dementia Friends Champions who offered Dementia Friends Info sessions; hour-long meetings for community members, providing information about dementia and fostering understanding and compassion.

The Team delivered Dementia Care Baskets to caregivers in Sudbury during the dark winter months, starting in November through March in 2020 and 2021. The team received very nice thank you notes and calls from caregivers who were grateful to be remembered and supported.

Members of the Action Team include: Sudbury Senior Center, Bridges by Epoch Assisted Living, Generation Law Group, Visiting Angels Home Care of Sudbury, and Dementia Friendly Massachusetts Assistant Coordinator Susan McNulty (also a Sudbury resident). Residents Neena Singh and Venetia “Tia” Kelly, David Coughlin of Bear Mountain of Sudbury.

Fairbank Community Center Planning

Senior Center Director Debra Galloway worked closely with Sudbury Council on Aging Chair Jeff Levine as part of the Community Center Working Group to plan the architectural details for the new Senior Center in the new Community Center. General schematics were gradually refined into more detailed plans as the new Center took shape. Compromises were necessary due to the cost increases to building materials spurred on by the pandemic. Yet the new Senior Center will encompass more program space: dedicated fitness and arts rooms, a large multi-purpose room with a divider, and a kitchen for preparing a hot, delicious lunch. The new Senior Center space will meet the growing demand for lifelong learning classes, fitness and wellness programming, volunteer services, and nutritious meals.

Sudbury Council on Aging Report - 2021

The Sudbury Council on Aging (COA) is a 9-member board appointed by the Sudbury Select Board that works with the Senior Center Director to review policies, advocate for older residents and review the needs of its residents.

This year, the COA has taken a more active role as a liaison with other town boards and commissions as well as neighboring municipalities whose areas of interest intersect with those of the COA. Sandy Lasky was an active member of the town's Transportation Committee while Pat Lewis engaged on a regular basis with the town's social worker on senior issues. Jeff Levine was actively engaged in the development of the design for the new Fairbank Community Center and the potential for private fundraising to support the Senior Center portion of the Community Center. Pat Tabloski continued to participate on the Board of BayPath Elder Services and Bob May was an active member of the Master Plan Steering Committee. Pat Lewis maintained ongoing communication with the Health Department. Peg Espinola liaised with the Commission on Disabilities and Carmine Gentile continued his participation on the Sudbury Housing Authority board and the Sudbury Housing Trust. He represents the Town of Sudbury and other neighboring communities as a member of the Massachusetts House of Representatives.

- From Sudbury Council on Aging Chair Jeff Levine

COA Member John Beeler receives an award for his contributions to the Sudbury Council on Aging and Sudbury Senior Center on April 23, 2021.



Sudbury Council on Aging Member John Beeler

The Sudbury Council on Aging and Sudbury Senior Center wish to acknowledge the passing of John Beeler, a longtime Council on Aging member and frequent participant at the Sudbury Senior Center. John was a strong advocate for the older residents of Sudbury. As a Council on Aging member and then Chair of the Council on Aging and representative to the Fairbank Community Center Working Group, he diligently worked to move the Fairbank project forward. John will be remembered for his sense of humor, interest in getting to know many of the participants and staff of the Senior Center, and efforts to advocate for and share information with the older population of Sudbury.

On April 23, 2021, the Sudbury COA and Friends of Sudbury Senior Citizens presented John Beeler with a plaque for his dedication and many years of service to the Sudbury Council on Aging, Friends of Sudbury Senior Citizens and the Sudbury Senior Center.

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Sudbury Senior Center Program Participation – FY 2021		Units of Service Hours (unless otherwise specified)	Number of Individuals served
Advocacy	General information services/Contacts/Calls	9,500	1,500
	Health benefits counseling (SHINE)	103.5	102
	Outreach	944	404
Professional Services	Group support	15	9
	Legal Assistance	4	4
	AARP Tax Help (Tax Return Preparation by trained volunteers)	89	79
	Hearing Clinic (volunteer audiologist)	-	-
Support Services	Food shopping assistance	373	17
	Friendly visiting	10	6
	Durable medical equipment loan	166	71
	Intergenerational programming	-	-
	Transportation (Total)*	607	37
	Home Repair (In-Home Fix-it)	6.5	4
	Newsletter (email/mail)	26,400	2,400
Wellness	Health Screening/Hearing Screening	-	-
	Other health services (COVID Vaccines)	75	75
	Fitness/exercise	1337	88
	Grab and go	417	153
	Home Delivered Meals	7906	57
	Health Education	65	51
Other	Recreation/socialization	1516	510
	Cultural events	42	42
	Community education	814	120
	Lifelong Learning classes	2943	133

• Van in operation March – June 2021.

Sudbury Senior Center Volunteer Services and Programs – FY 2021

# of volunteers	Title (modify as needed)	Total Clients If applicable	Estimated total hours	Est. Value of work/hr.*	Est. Total Value
11	Board Chair/officers	N/A	350	\$75.00	\$26,250
1	Trips Coordinator		24	\$20.00	\$480
-	Newsletter committee	-	-	\$15.00	-
28	Drivers—home delivered meals	57	462	\$18.00	\$8,316
91	Special Events helper	-	108	\$15.00	\$1,620
2	Goodnow to Go volunteer	1	15	\$15.00	\$225
7	Group Facilitator/Moderator	-	360.5	\$25.00	\$9,013
2	Counselor (SHINE)	102	103.5	\$75.00	\$7,763
-	Home Safety Check	13	-	\$50.00	-
214	Lawn Clean-up	15	495	\$12.00	\$5,940
3	Tax assistance: AARP Certified Aides	79	89	\$75.00	\$6,675
17	Phone Buddy	21	276.25	\$15.00	\$4,144
6	Friendly visitor	4	10	\$15.00	\$150
18	Shopping Assistant	17	373	\$15.00	\$5,595
4	Repair - Home Fix-it	4	6.5	\$25.00	\$163
12	Sand Bucket Delivery (safety sand)	39	76	\$15.00	\$1,140
-	Lockbox (key safe for Emergency access)	7	-	\$25.00	-
-	Medical Equipment Loan Closet	71	-	166 pieces of equipment loaned	-
91	Special Events	N/A	108	\$15.00	\$1,620
87	Special Projects	N/A	364.5	\$15.00	\$5,468
6	Tech Help/Uber Tech Help	13	29.5	\$25.00	\$738
TOTAL					\$83,677

- 1) Home Safety Checks are offered by the Sudbury Fire Department through a grant for Senior Home Safety in conjunction with the Senior Center.
- 2) Lockbox program is offered by the Sudbury Fire Association Local #2023, in conjunction with the Senior Center.
- 3) Loan Closet is managed by Volunteer Program Coordinator Janet Lipkin; volunteers may assist with equipment repairs counted under the Fix-it program.

Sudbury Senior Center Accounts with the Town of Sudbury FY 2021

The Town of Sudbury financially supports the Senior Center by funding salaries of the Director, Administrative Assistant, Program Coordinator, Volunteer Program Coordinator and Outreach Information Specialist; and provides support for general operating expenses as well as for operating the physical plant. (See the Town Accountant’s report for details.)

The following C.O.A. accounts are not part of the Town budget because the revenue sources are not from the Town, but are administered through the Accounting Office. The COA Program Revolving accounts receive payments from participants in classes, and then disburse payments to instructors of those classes. The MWRTA Revolving account receives funds from the MWRTA and expends funds for the Van drivers, van fuel and van insurance. A listing of account activities for FY 2021 is listed in the table below.

<u>Account Number</u>	<u>Title</u>	<u>Beginning Balance</u> <u>FY20</u>	<u>Revenue</u> <u>FY21</u>	<u>Expenditures</u> <u>FY21</u>	<u>Ending Balance</u>
1171	COA Revolving – Program Account ¹	\$6,447	\$15,677	\$14,683	\$8,568
1173	MWRTA Revolving Account ²	\$78,167	\$85,351	\$113,492	\$50,110
1323	State Aid/Formula Grant ³	\$10,205	\$37,584	\$23,422	\$6,807
1833	COA – Title III- BayPath Grant ⁴	-\$1,645	\$400	\$320	-\$1,224.80
1951	Friends’ Activities Account ⁵	\$4,908	\$7,000	\$6,794	\$5,114
1969	LEPC/VIP Gift ⁶	\$31	\$0	\$0	\$31

¹ Activities/Program fees are collected and instructors and class expenses are paid from this account. The Town of Sudbury does not subsidize Senior Center events or activities. Student payments pay for instructors.

² Account for collection of reimbursement from the MetroWest Regional Transit Authority for the expenses of running the Senior Center vans.

³ Annual Formula Grant Funds from the MA Executive Office of Elder Affairs, helps to fund the Receptionist, the Sudbury Property Tax Work-off Program Coordinator, Intergenerational Coordinator, and FISH Coordinators.

⁴ Title III BayPath Elder Services Grants – funds are spent first and then reimbursed. BayPath Grant reimbursement was behind schedule as of reporting date.

⁵ Friends’ of Sudbury Seniors Activities account, utilized for special event costs.

⁶ Dormant account.

Respectfully submitted,

2021 Sudbury Senior Center Staff

- Debra Galloway, Director
- Linda Curran, Sudbury Connection Van Driver
- Chery Finley, Administrative Coordinator
- Venetia "Tia" Kelly, Morning Front Desk Receptionist
- Janet Lipkin, Volunteer Program Coordinator
- Ana Cristina Oliveira, Outreach Information Specialist
- Amy Snow, Sudbury Connection Van Driver
- Sharon Wilkes, Program Coordinator

2021 Sudbury Council on Aging

- Jeffrey Levine, Chair _____
- Sandy Lasky, Vice Chair _____
- Margaret "Peg" Espinola _____
- State Rep. Carmine Gentile _____
- Patricia Lewis _____
- Robert Lieberman, Secretary _____
- Anna Newberg¹ _____
- Donald Sherman² _____
- Patricia Tabloski _____
- Robert May³, Secretary _____
- John Beeler⁴

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¹ Anna Newberg joined the Council on Aging on June 1, 2021.
² Donald Sherman joined the Council on Aging on June 1, 2021.
³ Robert May finished his second term and left the Sudbury Council on Aging on May 31, 2021.
⁴ John Beeler finished his second term and left the Sudbury Council on Aging on May 31, 2021.