

TO BE REVIEWED at COA Meeting  
TOWN OF SUDBURY  
COUNCIL ON AGING  
MINUTES OF MEETING  
September 16, 2024  
3:30 PM

ALL COA MEETINGS ARE RECORDED AND  
AVAILABLE ON SUDBURYTV.ORG

**COA meetings done over Town Zoom video.**

**Conference Account and In-Person at the Senior Center**

WEBSITE: <http://sudbury.ma.us/departments/CouncilOnAging/>

Meeting Conducted in person and Via Zoom

**Present:** Chairperson: Marilyn Tromer

**Members Present:** Anna Newberg, Bob Lieberman, Paul Marotta, Pat Tabloski and Don Sherman

**Members via Zoom:** None

**Members Absent:** Carmine Gentile

**Also Attending:** Debra Galloway Director of Sr. Center

**Guests via Video:** Lynn Puorro (Sudbury TV resource), Kay Bell (Sudbury resident)

**Guests in person:** Lisa Kouchakdjian (Sudbury Select Board) and Joel Bauman

**Meeting called to order** by Chairperson Marilyn Tromer at 3:30 PM

Attendance by all those members above confirmed by roll-call affirmation.

**Approval of Minutes** The COA unanimously approved by roll call vote - the minutes as submitted with amendments from COA Meeting of July 15, 2024.

**Welcome to Joel Bauman:** Debra introduced Dr. Joel Bauman, MD to the Council on Aging members. Opening remarks from Joel included his background as a board-certified hospice and palliative medicine internist who practices at MGH Beacon Hill Primary Care in Boston. In their senior health program he developed a memory disorder clinic and began a home hospice and care practice in 2010. He is a "at large" member of the Springwell Board at large looking to secure grant opportunities in this field of services. These areas of service are critical to the older population in our area and the COA looks forward to continued interaction with Joel.

**Director's Report: (Debra Galloway):** Debra updated the COA on the progress of the search for open positions A-a new Program Coordinator Palig Garabedian has started and brings many computer application skills to the position. She has quickly assimilated with the MySeniorCenter software and the use of MSPublisher to assist in the monthly newsletter. In addition, the position of Asst. Director/Outreach Coordinator has been filled with an anticipated start date on September 30<sup>th</sup>. Debra updated the COA on the recent Audio Visual equipment installations in the program rooms with specific programming and staff training to follow. Senior Center program participation was highlighted noting that 51

61 new individuals participated in programs since the beginning of the fiscal year July 1<sup>st</sup> (480 new individuals in FY 2024 which ended on June 30). The discussion then moved to program specifics including 1) Fitness and exercise, 2) Board games, 3) Social events, 4) Technology essentials programs, 5) Quilting classes, 6) Strength and fitness and 7) Memory training were discussed. Dates for upcoming YouTube classes as well as Board of Health clinics and covid clinics were mentioned. It was reiterated that the community center building is a designated shelter.  
(See Exhibit "A" for the complete report.)

**Transportation Committee Report (Bob Lieberman):** Bob Lieberman updated the COA of the recent Transportation Committee meetings that were held on August 23, 2024 and September 6, 2024. The discussion centered around the Catch Connect launch on August 1<sup>st</sup> which is funded by an MWRTA grant. The initial feedback was that the launch was "wildly exceeding expectations". Ridership the first week or so was 20 individuals and had reached a total of 66 by month end. The "fare free service" which was initially scheduled to run for the first two months of the program has been extended through the balance of the fiscal year ending in June of 2025. Bob also reiterated that the recent monthly costs of the taxi and Uber programs have increased substantially and that the programs were not sustainable under the current format. As such, the monthly caps will be addressed for one-way rides and taxi rides will be limited to 6 one-way rides per month and Uber rides will be limited to 4 one-way rides effective September 1, 2024. At a recent Select Board meeting, Transportation once again has been classified as a top five priority for goal setting this upcoming fiscal year. In addition, the Fairbanks Community Center was also identified as a priority.

A presentation was made by Dani Marini-King (Advisory: Sustainability Coordinator), concerning the Municipal Vulnerability Program (MVP) in Sudbury. The focus was on the issues and concerns affecting residents of Sudbury and those in need of assistance in case of an emergency.

**Community Center Update (Debra Galloway):** A brief update was given to include the recent ongoing drainage project that continues with an anticipated completion date in the next several months. As previously mentioned, the Audio-Visual equipment installations in the program rooms was approaching completion and specific programming and staff training will follow. Access to the second parking lot is completed as an entrance to Park and Recreation programs.

**Liaison to Other Town Committees:** Marilyn led a discussion and asked each committee member for an update on their committee interaction. Bob previously reported on transportation, Marilyn reported on the Commission on Disabilities and Lisa Kouchakdjian spoke about her involvement in Special Education Parent Advisory Commission to reduce stigmas for people with disabilities and "ableism" to address people who look down on

others. Joel Bauman spoke about “different body types consideration” and the need to raise awareness. Key take aways were everyone is unique in their own way and deserves respect and dignity. Don Sherman gave an update on the Friends of Sudbury recent meeting. He mentioned a model change for fund raising and a need to review their “Laws and Guidance”/Governance. They voted to hire outside counsel to review the documents and enable them to conform to the current documentation.

**Motion was made by Anna Newberg to adjourn.** Second by Paul Marotta. Unanimously approved by roll-call vote. Adjourned at 5:32PM.

**The next regular meeting** is scheduled for 3:30PM on October 21, 2024, at the Senior Center with the agreement of all board members. The meeting will be hybrid via zoom. Viewable later on Sudbury TV (SudburyTV.org).

Respectfully submitted by  
Robert Lieberman

# EXHIBIT "A"

## Director Report to Council on Aging - 9/16/24

### **Staff Update:**

Our new Program Coordinator Palig Garabedian is doing great! She is already experienced with many computer applications and has learned to use our MySeniorCenter software to set up new programs and events. She is becoming more adept at using MS Publisher and just finished editing the October newsletter. She will host a coffee hour Meet and Greet on Oct. 11 at 9:30 AM in the café.

We just hired a new Asst. Director/Outreach Coordinator who will hopefully start on Sep. 30. She has municipal and Senior Center experience and feels like a good fit for the Senior Center team.

And finally, we do have several applicants for the part-time Front Desk receptionist position and we have interviews scheduled for this week.

### **Staff Effort:**

It has been a challenging 9 months since our previous Asst. Director/Outreach Coordinator left for a shorter commute to work. Our Program Coordinator officially retired a few months later, but stayed on 2 days each week to assist us and to help train the new Program Coordinator. However, the extra work involved in taking care of the Outreach, Transportation and Program planning responsibilities has meant many extra hours, and certain initiatives and programs had to be put on the back burner.

Coordinator of Volunteer Programs Janet Lipkin and I have been handling the Outreach work. Janet has been responsible for a lot of it, including: SHINE scheduling, liaison to the Grief Support Group, liaison to the Low Vision Group, and responding to Outreach calls. She and I have split the Outreach and transportation coordination. The transportation coordination work involves processing weekly applications to the transportation programs that we offer. Applications need processing, review, and follow-up via email or phone or mail. In addition, because there are a lot of transportation options, we spend a lot of time educating people about how each option works.

Outreach also involves assistance and information for individuals who may be caregivers, who may have a parent they are trying to help, or who are looking for help with finding a resource for legal or financial concerns (these are just a few examples). These calls are usually time consuming, as we need to listen to

concerns, ask questions to fully understand the need, and then sometimes research an answer, and then follow up with another call or email.

Janet Lipkin has been dedicated and diligently working to help with the Outreach position and has done the bulk of the work. She deserves a lot of credit for helping the Senior Center to manage this difficult time and I so appreciate all of her help, always with professionalism and a smile.

In the midst of all this, we continue to try to offer new programs and classes, and special events; all of which involve extra time and effort to plan and coordinate. As well, we have needed to cover the Front desk due to a shortage of receptionists.

I share all of this so that you know that this has left us a little behind on things we might have accomplished by now. I had hoped to be further along with updating our Policies and Procedures. I have some Policies to share today, but have not updated all the Policies for the Senior Center yet.

Additionally, it will take some time before we are ready to implement the larger initiatives that we would like to work on: such as restarting the Medical Equipment Loan Closet and starting a lunch program. I'd also like to offer some evening programming at some point in the future. I know this has been frustrating for the COA members who are anxious to assist in some of these efforts.

### **Programming News:**

Looking at the September calendar, we have a new Quilting course and Art course. We have been able to offer a series of iPhone workshops that have been very popular, as well as Android phone workshops which we hope to repeat. The iPhone workshops this month focus on Spotify and using Instacart, Venmo and Uber. In addition, we are working with Therapy Gardens/SeniorU to offer more general tech workshops, including Tech Essentials and YouTube for You. The YouTube workshop is about helping people to understand how you can use YouTube to research and learn things, as well as watch TV shows, movies, clips, and more.

### **Tech Workshops**

- iPhone workshops – Spotify tomorrow and on Sept. 24 we will have a workshop on using your iPhone for Instacart, Venmo and Uber. More to come.
- We hope to repeat Android workshops in November.

- Other tech related talks – SeniorU – Tech Essentials and You Tube for You in September.

We are happy to be offering a second Memory Training workshop on Mondays. Paul Marotta, Council on Aging member, is a trained volunteer leader for this workshop, along with Danielle Agabedis and Kim Canning. The workshop has 14 participants in it this time, and had 12 in the spring as well. This “Sharpen Your Mind” Memory workshop is an evidence- based training created at UCLA.

(Program Evaluations for these programs are all excellent!)

Another new offering in September is Walk-in Tech Help – which has been immediately popular. One of our wonderful Tech volunteers offered to provide this service.

The new Fabric Art exhibit went up on the Senior Center walls in early September and is receiving positive reviews.

### **Monthly Health/Safety Talk with Board of Health Staff**

Our Board of Health Nurse Katie Betts was unable to do the Falls Prevention talk on September 12 as she was ill. I didn’t want to cancel the Lunch and Learn, so I did the talk. I was able to provide handouts, checklists and discuss the many ways to decrease the likelihood of a dangerous fall. I also solicited the participants in the group to share their experiences. It worked out well. The next Health Dept. talk will be “A Day in the Life of a Health Inspector” with Health Director Vivian Zeng on Oct. 10.

We also have the author Helaine Cohen of Wayland, coming to speak about her new book “My Father’s War” on Oct. 7.

### **SHINE – Medicare Open Enrollment is Oct. 15-Dec. 7**

- Two trained volunteer SHINE counselors continue to provide assistance with Medicare issues, and with evaluating new insurance plan offerings for next year
- Both will be expanding hours for fall Open enrollment for Medicare
- Janet and I are scheduling them now.

### **Fitness Classes:**

All of our Fitness classes continue to be popular. We’ve had 103 different people participate in fitness classes since July 1, 2024 (FY 2025).

### **Senior Center Participation:**

Debra shared participation reports with the COA members from the Sudbury Senior Center's data in the MySeniorCenter database.

Report on Senior Center participation levels:

Numbers of new people -

FY 24 – 480

FY 25 – for July and August – 61

### **Community Center Update**

The new audiovisual (AV) equipment continues to be installed with just a few rooms left. After that, the AV contractor will program the equipment and then provide some training for staff.

The drainage work for the front lawn of the building is set to begin in late September, or October.

For the Nov. 5 Presidential Election, all precincts will be voting at the Fairbank building. We've been asked to minimize programming that day.

### **Transportation – options in Sudbury:**

- Connection Van
- GoSudbury
- Uber
- Taxi
- Catch Connect
- Sudbury-Wayland Hospital Shuttle

Catch Connect started on July 1; the Hospital Shuttle to start Aug. 6, 3 runs each day, Tuesdays, Wednesdays, and Thursdays.

Rider Surveys will be conducted for both programs in the coming months.

A Transportation presentation at Musketahquid Village is in planning stage with MWRTA. We also plan to provide transportation education at Longfellow Glen and Frost Farm.

### **Sudbury Connection Van Ridership**

89 different individuals used the van in FY 2024

43 so far in FY 2025

Most Rides:

Local Shopping, Work, Medical Appts., Events/Programs

**Standards/Policies**

I continue to work on updating our policies and procedures for the new building. I am sharing today some of our policies with regard to participation at the Senior Center. I hope to meet with a couple of COA members to get detailed feedback and then share an updated version at the next meeting.