

**TOWN OF BOURNE
BOURNE VETERANS MEMORIAL COMMUNITY/SENIOR CENTER
COUNCIL ON AGING BOARD OF DIRECTORS
MINUTES OF JANUARY 16, 2020**

MEMBERS PRESENT: Kenneth Blanchard, Marilyn Jackson, Sandra Barnard, Bev Armando, Dianne Carter, Joe Donatelle, Edith Hurd, Linda Kelley, Gerri Parham-Andos, Donna Pascarella, Lorraine Young,

EXCUSED MEMBERS: N/A

ABSENT: N/A

OTHER PRESENT: Deb Oliviere-Llanes, Kari Leighton, Felice Monteiro

Meeting called to order at 11:00 am.

PUBLIC COMMENT:

- No public comments

MINUTES: Upon a motion duly made and seconded the board unanimously voted to approve the minutes of December 19th as written into record.

OUTREACH: Kari Leighton (Highlight)

- Kari attended different meetings this month including: Elder Services Board Meeting, Outreach Meeting and a Council on Aging Board Meeting.
- December was a busy month and Kari was out of the office for 3 days serving on a Jury Trial.
- Kari did not process any Knox Boxes this month.
- Home Instead delivered 15 gifts to be delivered to seniors for the Be A Santa to a Senior program.
- Convention Data Services of Bourne donated gift cards to be distributed as needed by Outreach which was an amazing gift.
- WE CAN spoke at the Outreach meeting this month which was informative.
- Kari made home visits and received phone calls regarding services for seniors, as well as provided information and referrals to non-seniors. She is working closely with several community resources to support the at risk clients she works with.
- Kari had 1 volunteer who was processed and started working in the Café.

- **Kari did 4 Fuel Assistance applications this month and has been training Nicole on fuel assistance as well since she will not be able to go to training until September.**

OUTREACH: Nicole Smith (Highlight)

- **Nicole has been working on building client relationships by making home visits and receiving phone calls regarding services to seniors. She is also providing resources through office visits and phone calls to non-seniors. Nicole has gained approximately 6 clients since November 2019 and remains busy assisting elders in town.**
- **Collaborating with the Bourne Fire Department and Police Department, Nicole has followed up with a few elders in town suspected to be in need of services. Together they have been able to provide assistance to those at risk elders in town by working with community resources as well as Cape Cod Elder Services.**
- **Nicole has sent out approximately 18 six month check-in letters to Knox Box recipients. There have been 9 Knox Box updates since the letters were sent out. Currently we have 6 Knox Boxes available for use. The Bourne Fire Department and Nicole are continuing to work together to keep this program information updated on both ends.**
- **Nicole has been shadowing Kari Leighton during fuel assistance appointments and has assisted in filling out 3 applications with clients.**
- **She also has completed 2 SNAP applications and 2 Housing applications with elders in town this month.**

BRIDGING THE YEARS: Debora Oliviere-Llanes (Highlights)

- **Debora reviewed the attendance and her report. There were 20 Service days with a total attendance of 150 people with 1 trial day. Up 29% from last December. There were 2 phone inquiries, 1 tour and 2 intake meetings during the month.**
- **Annual Tree decorating with the clients.**
- **Memory Café had 20 participants and the Upper Cape Cod Technical High School students attended to help the clients make Christmas wreaths. Unfortunately the scheduled entertainment cancelled, but we were able to setup and have a Karaoke session. Everyone joined in and a good time was had by all.**
- **Staff and volunteers participated in an Infectious Disease Control workshop as required by our contract with Elder Services.**

- The UCT health students came and gave the clients hand massages and manicures at the end of the month.

DIRECTOR'S REPORT: Felice Monteiro (Highlights)

- Program attendance: 963 duplicated / 333 unduplicated.
- Transportation: 177 duplicated / 35 unduplicated.
- The Program Coordinator has relocated gym programs to the Pocasset Community Center due to a gym closure for voting (March, May, September and November). We are using the Pocasset Community Center as a test run for COA Satellite programs. The residents on the Cape side are happy to have programs on that side of the bridge.
- The Café is currently closed to the public. The chef took ill unexpectedly and required surgery. She will not return to the Café and we are working towards filling that position. In the meantime, we were able to collaborate with Cyd's Kitchen Take Out in Wareham to serve the Supportive Day program and provide Take Out meals for the Community on Tuesdays and Thursdays until a chef is hired.
- The Food Establishment Permit for the Café was due to the Town's Board of Health office by the end of December 2019. We were able to obtain this permit through BTY Certifications.
- Steve Xiarhos from the Massachusetts Military Support Foundation provided coats and care packages through Coats for Vets. We were able to distribute some of these items to local veterans which was a wonderful Christmas present for those Veterans and their families.
- The Dance series had good attendance. Would like to see more attendees from Bourne.
- An interview panel was put together for the COA Director. Interviews started on January 9th and 10th, 2020.

OTHER BUSINESS:

- How can the COA promote attendance of Bourne residents for the dance series? Need more ideas to increase attendance and find more help if it's on Sunday since other employees have other engagements.
- Ladies Breakfast had to be cancelled but may continue again for a period of time to see if attendance increases. Need to find a chef before we can start this program again.
- Discussed having several educational programs as a series for six months instead of one year. Producing new content for classes like Never Stop Learning, Commemorating History and other educational programs is a big commitment for the facilitators.

- **Talked about having financial institutions come talk about reverse mortgages and other financial suggestions. Should we allow presentations? The Bylaw states not to allow these presentations so we will continue to not allow it. Most institutions do it for marketing which doesn't benefit seniors.**
- **Ken presented Felice with a Citation of Appreciation and gift card which she was grateful for. We will miss Felice as a Director.**
- **Great Courses will be presented in the Newsletter to see if people are interested. The cost is \$100 per course and a letter must be sent to Great Courses to determine what we need to do to make this happen.**
- **Ken talked to people who have been through rebranding to get advice for our own rebranding of the COA. It was a good way to get more ideas.**

Upon a motion duly made and seconded, the Board unanimously voted to adjourn the meeting at 12:25pm.

Respectfully submitted,

**Joel P. Smith
Account Clerk**