

Council on Aging Board Meeting
Ludlow Senior Center
228 State Street
Wednesday, May 15, 2024

Present: J. Zepke, D. Peacey, B. Mishol, F. Barroso, K. Martin, R. Forti, H. Grabowski,
D. Johnson, K. Ribero, J. DaCruz
Excused: D. Potter, R. Radowski
Guest: H. Jolicoeur

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I. Roll Call – The meeting was called to order at 4:30 p.m. by Chairperson D. Peacey

II. Secretary's Report

- a. Minutes from the April 17, 2024, meeting were reviewed and approved with the following corrections: Under Grant Updates, the sentence that reads "Out of the \$114K Formula Grant balance from previous year carryovers" should be corrected to: "*Out of the \$56,836.11 Formula Grant Carryover from FY 22/23, \$20k is earmarked for a van.*" Under Future Planning, the correct name of the program is "*Senior Community Service Employment Program*" and the acronym should be changed to SCSEP.

M/S: F. Barroso/D. Johnson. All in favor.

III. Treasurers Report

J. Zepke said the budget for FY24 is on target.

IV. Director's Report

- a. Grant Updates: A decision was made not to apply for the Service Incentive Grant because the Center's planned programming did not fit into any of the grant's categories. The Mass Dot Grant was approved for the purchase of a wheelchair van, which will be available for purchase in late 2025 or early 2026. The long wait is due to backorders, and the grant will only fund Ford products. H. Jolicoeur has been working to secure a Chevy van, which will be paid from the \$50K earmark, \$25k from the Friends, and \$20K from the Formula Grant carryover monies. At the Town Meeting, up to \$35k was approved for the purchase. J. Zepke said they will be getting rid of van #890 and replacing #282, which has over 100K miles. The big van is still new and will remain.
- b. Front Desk: J. Zepke met with a potential candidate from SCSEP, who will spend time at the front desk on May 21 to observe. The position is for 20 hours per week for a period of four years and is fully paid for by SCSEP. J. Zepke said the candidate has PCA and customer service experience, along with basic computer skills. Naomi White is hoping to return by the end of May. Both women would work mornings, and the afternoons would be staffed by volunteers.
- c. Employee Wellness Day: J. Zepke said it went very well and was helpful for her and the staff. Stress relief, burnout, exercise, healthy nutrition and tips for dealing with difficult situations with participants were some of the topics presented by Liane Smola, owner and founder of Guidance by Li.
- d. Visitation: H. Jolicoeur, was in attendance, as a participant was invited to the meeting to discuss concerns about Center policies and procedures. D. Peacey brought up an earlier discussion about developing a mechanism for handling participant grievances. K. Martin had drafted a form based on one from the Longmeadow COA. She will resend

it to J. Zepke and D. Peacey for their review. There is a section in the newly developed Policies and Procedures Manual that explains the process.

K. Ribero suggested having an incident report to document infractions of the policies so there will be a record of measures that were taken in response to incidents, i.e. this is what happened, this is what was said, agreed actions, etc. Consider having the staff or Executive Director and the participant sign it.

V. Chairperson's Report

a. Final Approval of Policy Manual: It will be in a binder at the front desk, on the website (K. Martin will send it to H. Jolicoeur). D. Peacey asked for a motion to approve the Policy as written. M/S: R. Forti/K. Ribero. All in favor.

b. Revising Bylaws: D. Peacey asked for volunteers for a small group to work with her on revising the bylaws. K. Martin, F. Barroso and B. Mishol volunteered. J. Zepke will obtain samples from other COAs for the group to review. It was noted that drafts developed will be reviewed and accepted by COA; when they are completed, they must be reviewed by the Board of Selectmen.

VI. New/Old Business

a. H. Grabowski was recognized and thanked for her 25 years on the Board. J. Zepke noted the Board has become more proactive since COVID, and she appreciates the expectations the Board has for her. D Peacey stressed that the Board wants to be proactive and supportive of J. Zepke and her staff and encouraged her to enlist the Board's help when needed. J. DaCruz said the Chair sets the tone for what the Board does; he noted that we currently have a happy medium and are getting much more accomplished with greater Board member participation.

b. The next Board meeting was changed to Wednesday, June 12, as the Center will be closed on June 19 for Juneteenth.

VII. Adjournment: 5:30 p.m. M/S: B. Mishol/F. Barroso. All in favor.

The next Board Meeting will be at 4:30 p.m. on Wednesday, June 12, 2024.

Respectfully submitted,

K. Martin, Secretary, COA

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