

## **Minutes**

**May 30, 2018**

Council on Aging Board (COA) – Accreditation Committee  
Senior Center 230 Webster Street, Marshfield

**ATTENDANCE:** Marcy Amore, Sheila Gagnon, Carol Hamilton and Bill Scott.

**CALL TO ORDER:** The meeting was called to order by Marcy Amore at 11:17 am.

**MINUTES:** The minutes of the January 24, 2018 meeting were moved for approval by Bill seconded by Sheila. The minutes were approved unanimously.

**DISCUSSION:** Marcy distributed a feedback summary of the Community Input Committee (CIC) which recently met on 4/25/18 to review the Facilities and Operations chapter. The committee reviewed the feedback and comments from the CIC. Marcy summarized several handouts that were given to the group including the standard, the workbook, overview of standard for the MCOA, information on the Senior Center expansion, floor plan, Fire Safety and Evacuation Policy, Fire Drill Critique Form, Senior Center Building Usage Policy, Application, cleaning schedule, preventative maintenance schedule and permit and inspection certificates. All of the documents were mailed out a week prior to the meeting with a cover letter.

Marcy provided a brief orientation on the origin and development of Senior Centers in the U.S. and the NISC accreditation process and then the CIC group discussed the workbook questions. Fred Russell led the general discussion about the subject and later a specific discussion about the Self-Assessment Workbook questions. Fred took the opportunity to recognize the COA's efforts and commitment for maintenance of the Senior Center. There were several areas of responses to the workbook. There were no comments on the location, visibility and accessibility of the Senior Center. The improvements recommended were as follows: Every individual recommended more signage, particularly on Webster St. and Rte. 139. Other locations recommended were at the corner of 139 and 3A, the Pembroke Line, and other key intersections. There was a consensus that all signs should be bigger along with some acknowledgement that the size of the signs is probably regulated. There was also a suggestion for more sidewalks near the Senior Center.

In terms of building design the group said that the building met the needs of the community through movable walls, different size rooms and an event monitor in the lobby which provided information and location of daily activities. The CIC commented that unmet needs were addressed through the suggestion box, the director's open door policy, and the sub-committees. The group was also asked about changes that needed to be made. The responses mentioned were as follows; not enough space, the need for expansion, the need for an elevator and more parking. There was also a suggestion of having an ice machine installed. One participant asked if there could be temporary handicapped placards exclusively for Senior Center use, for those that are temporarily injured or disabled. Someone also suggested an ice machine. The group was also asked to analyze how the facility meets various criteria and 75% of the responses were scored exceeds, 25% said it meets the need, and only one said that it partially meets the need and pointed to office space as a reason for that response.

One of the questions was about creating green space and energy efficiency. The suggestions were lowered water pressure in all bathrooms, recycled paper in receptacles in every room, LED interior and exterior lighting solar panels, retrofit with LED lights and a green community's project. There was also a section asking about what professionals had been involved in the original project. It was noted that an architect, building committee, an interior designer, project manager and engineers were involved in the building design. The next section talked about interior design and furnishings for the age group being served. The group mentioned that the seats had been recovered in leather which was easier to maintain and the furniture was okay but dated. The color schemes were warm and the chairs had arms to assist people in getting up. It was also noted that the dining tables had wheels and in general

people noted the comfort of the building and the good taste in decorating. The chairs were arranged to encourage conversation. Local art and scenery is also used in various rooms.

Management and maintenance were discussed in terms of safety of the participants. Safety takes precedence in terms of managing and designing the spaces. Additional window shades were recently installed to enhance safety in case of an emergency event. The COA has also developed a Fire, Safety and Evacuation Policy. The COA has also had Fire Drills and has critiqued those events as a follow up. There are also diagrams for evacuation if necessary which are posted in each room. The building can potentially be used for outside groups through the use of a building usage application, once approved. Cleaning the interior windows was suggested.

The next and final standard is "Records and Reports" for the CIC groups which is tentatively scheduled for June 27<sup>th</sup> at 1:00. People will receive the documents one week beforehand. The group spent time brainstorming members that could possibly be selected for the upcoming Citizen's Input Groups. Sheila will put a final list of CIC members together.

We are planning to submit the Accreditation Book to NCOA in late August. Lynn and Barbara are going to help Marcy update the documents. The UMass study should be available in June which will be included in the submission.

**NEXT MEETING:** The next accreditation meeting will be scheduled sometime in July once the final standard is completed by the CIC.

**ADJOURNMENT:** The meeting was adjourned at 12:35 PM.

Respectfully submitted,

Carol Hamilton, Director Council on Aging