

DIRECTOR'S REPORT

Gregory Wilson, Assistant Director

Prepared for: December 16, 2021

ADMINISTRATION/CUSTOMER SERVICE

Enrollment

During the month of November, the COA accrued 12 new patrons. Six of those patrons are from Wellesley, and six are from out of town. Four patrons are in the 60-69 age group; five are in 70-79 age group; two are in the 80-84 group; and one is in the 85+ group. Four of the new patrons are male, and the new members participated in programming, fitness classes, and socialization activities.

Sign-Ins/Attendance

We had 2675 Total Event Sign-Ins from 658 different patrons in all activities for the entire month of November. Of the sign-ins:

- 568 were Wellesley residents and 90 were non-residents;
- 486 were female and 173 were male; and
- 1075 were in-person "swipes" entered by 361 different patrons.

Programming Stats

- Community Education – 23
- Cultural Events – 75
- Fitness Center usage – 147 appointments (duplicated)
- Fitness Instructions – 173
- Health Education – 120
- IT Tech Assistance appointments - 19
- Recreation – 300
- SHINE appointments - 35

COVID-19 UPDATES

As we have been approaching the holiday season, a small but steady trickle of calls has come through about COVID-19 boosters. COA staff has been providing those callers with scheduling resources available, and if any patrons require more assistance, they are routed to the Health and Social Services Administrator for assistance or one of the volunteers that assisted the COA in the original vaccination effort. The COA is still in communication with the Health Department to ensure the health and safety of our patrons.

FINANCES

FY22

FY22 Gifts- Monetary

<u>From</u>	<u>Purpose</u>	<u>Amount</u>
FWCOA	Subsidized Lunch (November 2021)	342.97
FWCOA	Subsidized Simons (November 2021)	890.15
FWCOA	Subsidized Coffee (November 2021)	102.02
Ellen and Michael Hallor	General Donation	200.00

FY23

FY23 Operating & Capital Budgeting Final

The COA is presenting the FY23 Operating and Capital requests to the Select Board on Monday, December 13, 2021 and to the Advisory Board on Wednesday, December 15, 2021. Updates on the presentations will be provided at the COA Board meeting on Thursday, December 16, 2021.

OPERATIONS

Out of Town Participation

Starting in January, we are inviting our out-of-Town patrons to rejoin some of our activities that we have previously restricted to in-Town only, including: movies and lunches. Lunch attendance will be expanded to 20 participants for Tuesday, Thursday, and Friday. Out-of-Town residents and guests under the age of 60 will be invited to sign-up for lunch at the cost of \$11. This cost structure will allow us to cover the entire cost of a meal that can sometimes run over \$10 without having to have the Friends subsidize.

PERSONNEL

No updates at this time.

POLICIES

Newsletter Inside Cover- No updates at this time.

PROGRAMMING

Nov/Dec Fitness Center Survey

The COA launched a survey to all patrons who are cleared to utilize the Fitness Center. We are collecting responses until December 17. This survey will help the COA determine any modifications to Fitness Center appointments. The questions asked are attached.

Attachment 1: Nov-Dec Fitness Center Survey Questions

Highlights

More in-person programs and activities were added to the month of November. Our intergenerational collaboration with Regis College saw more onsite participants for their weekly programs at the TPC. This was also the first opportunity we had to have a mix of in-person and online which was well received by all. At one point the students had three onsite participants and six online, which was fun to see and try out with participants, students, and staff. On the ninth of the month, we welcomed the Newton Swing Band into the building which offered up songs from the Great American Songbook. This event was a fun social with desserts, lemonade, and live music. We had a total of 46 people in the room with band and participants and heard great reviews in the days that followed. We held a Veteran's Day Breakfast that included a conversation with our Elder Affairs Officers. This was followed by a special Documentary showing in the multipurpose room. We welcomed 18 people for breakfast and eight for the movie. Our in-person Opera Talk was attended by 43 participants and we were able to record this for our Wellesley Media Channel showings. The Wellesley Fire Department had 195 residents ready for a Thanksgiving hot meal delivered to them for our annual collaboration with them. Many thanks to the Board members who helped deliver the meals, as well! Our Evening Lecture on Putin and the Cold War was a huge success with 51 participants online via Zoom. Various groups, such as Cribbage, Mah Jongg, Scrabble, and Pool saw greater attendance, as well.

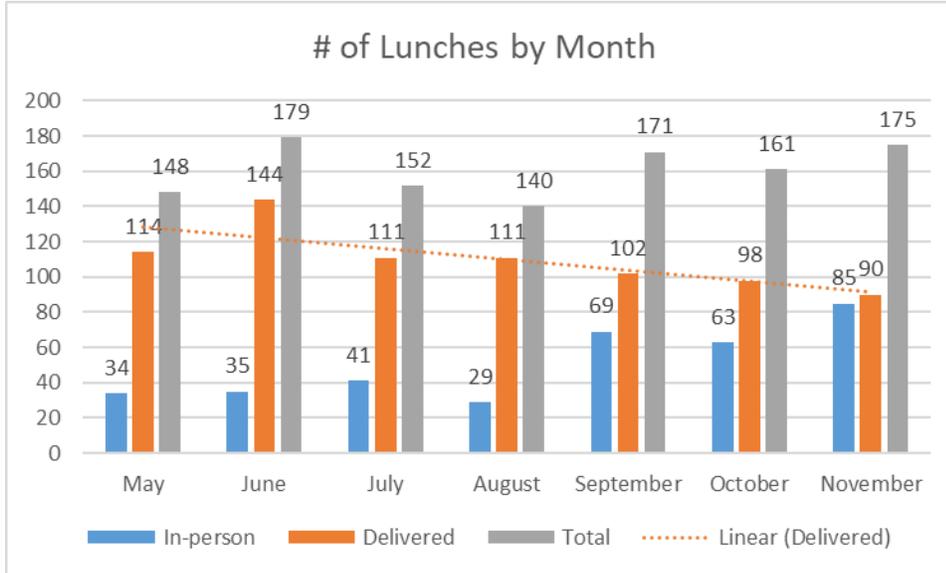
New Program Highlights

The Programs and Activities Team has been hard at work expanding programming to draw patrons to the TPC while maintaining virtual opportunities. Starting in January, the COA will host six in-person fitness classes per week as well as two in-person free art classes. Additionally, there will be three different Mah Jongg classes offered and two new groups meeting: Short Stories with Deb and Poetry of the Romantic Period.

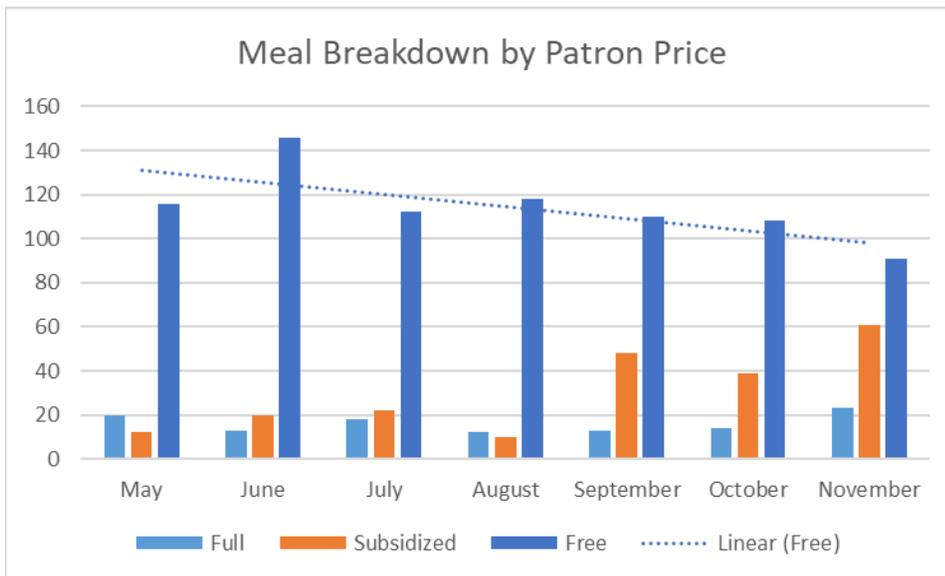
The COA looks forward to holding a two-part series on the music of the 60's in January and February, hosting a Chinese New Year Lunch and Learn program, and a Valentine's Day Tea as well as a History of Chocolate Tour and Tasting. Two new virtual tours have been secured with the Isabella Stewart Gardner Museum and Harvard Museum of Science and Culture. Given the weather and time of year, the COA expanded the Evening Lecture Programming and will offer a three-part series on the History of Fake News; a lecture on who wrote Shakespeare's plays; and an author talk on unsung heroes who broke racial barriers in baseball.

Lunch Program

In November, we saw the continued trend of less meals being delivered per month. We did see the number of onsite lunches increase as well as the total number of lunches served overall.



We are seeing a continued decrease in the number of free meals being provided since the Hot Meals Program and Lunch Program merged. The Social worker and Assistant Director have been working to ensure that those receiving free meals still qualify.



SOCIAL WORK/OUTREACH

Financial Assistance

Examples include request for medical transportation with wait time and support to Boston Hospital following surgery. Other themes in requests for funding have been for long-term needs such as supplementing the cost of in-home care services with no end date, mortgage payments, and extensive dental restorations. Requests with no plan or solution to secure ongoing funding are not considered. SNAP Applications as well as Mass Health are public benefits that are also requested.

Healthy Aging Programming

Weekly meetings with different topics continue. “Topic Tuesdays” offer the ability for participants to enjoy in-person connections that develop over time. Group members are able to share with each other as the level of comfort and rapport increases. Kate continues to work with the Wellesley Health Department to host “Keep Well Clinics” offered weekly at four local subsidized Housing locations in town. These clinics are an opportunity for direct outreach and attendance varies based on weather and location.

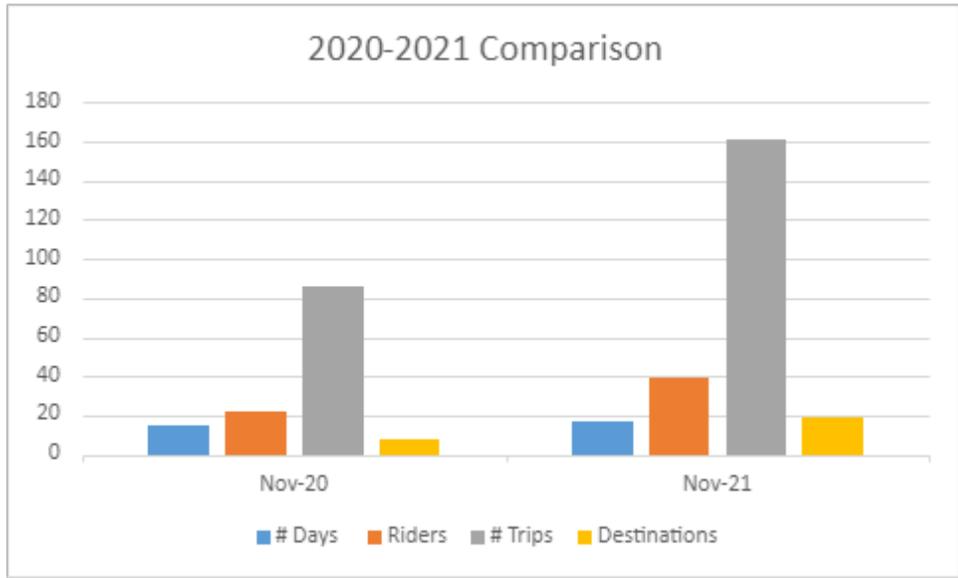
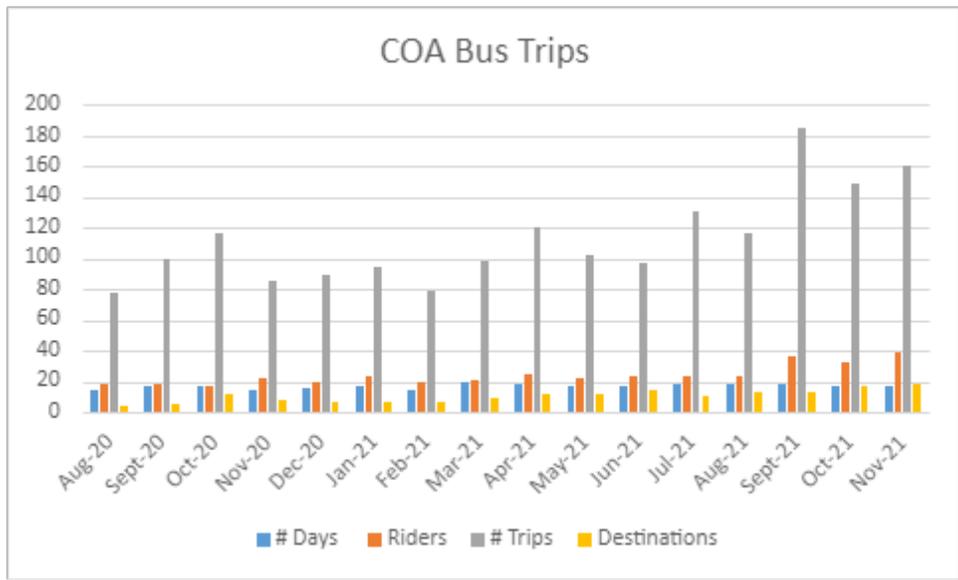
Themes

A common theme is calls to the Health and Social Services Administrator from concerned family members during the Holiday Season. As visits with family have begun to increase again due to vaccination status, the challenging needs and concerns about seniors at risk are identified. Residents with housing concerns, hoarding issues and cognitive deterioration are a few examples of calls that come in.

TRANSPORTATION

Our bus driver, Rick, continues to ensure smooth operations with assisting patrons to and from the Food Pantry; we are still transporting 14 households. The bus drivers continue to assist with errands, relevant office tasks, and cleaning the bus when not completing trips. In November, we serviced the bus with an oil change and received two new tires, as well as brake pads. Unfortunately, we also had to replace the catalytic converter, as it was stolen after hours. We have since moved where we park the bus to deter future theft and are looking into any additional security measures we can implement.

In November, we saw an increase in the number of trips to 161 over 17 operational days. The number of riders increased to 39 people, and the number of unique destinations increased to 19 locations.



<u>Destination</u>	<u>Address</u>
Bank of America	185 Linden St
CVS	25 Washington St
Dr. Offices	65 Walnut St
Food Pantry	207 Washington St
Library	530 Washington St
Medical Building	230 Worcester St
New England Eye Center	1 Washington St
Newton Wellesley Psychiatry	2364 Washington St, Newton
NWH	2014 Washington St, Newton
NWH Dr	2000 Washington St, Newton
Office Park	62 Walnut St

Park	345 Walnut St
Post Office	1 Grove St
Post Office	231 Forest St
Residential Destination	Cottage St
Roche Brothers	184 Linden St
Salon	139 Linden St
Salon	542 Washington St
Tolles Parsons Center	500 Washington St

VOLUNTEER

Volunteer programs remain well staffed with dedicated quality volunteers. Volunteer check-in meetings occur via Zoom bi-monthly with Greeters and Phone Pals, and all report things are going well. We recruited five volunteers to assist with our Holiday Party special event on December 10, 2021. A new volunteer led program, Short Stories with Deb Takacs, was piloted. Deb has volunteered to facilitate a weekly short story discussion on Tuesdays before lunch. The initial meeting was well attended and generated a lot of enthusiasm from the participants to continue meeting on a weekly basis.



Nov/Dec - Fitness Center Survey

In early November, we were fortunate to receive grant funds from the New Era Fund to allow us to add more fitness equipment to our fitness center. At the same time, we expanded the number of participants to use the center at one time, worked to meet the continued need for some participants with health concerns to maintain a household only appointment, and added in a Monday drop-in option. This updated model has now been in place for a few weeks and, as always, we are looking forward to the next session and evaluating whether we should keep things the same, expand the number of folks in the fitness center at one time, or make other changes. We appreciate everyone's feedback and we will continue to use it to shape our decisions. Please note that responses are kept anonymously but are considered public record.

Section 1

Basic Background Information

1. Please select your age range.

- 60 to 69
- 70 to 79
- 80 to 89
- 90+

2. Please select your gender.

- Male
- Female
- Prefer not to respond
-

3. Which days do you currently use the fitness center? (select all that apply)

- Monday (drop-in)
- Tuesday
- Wednesday
- Thursday
- Friday

4. Since November, have you used the drop-in options for the fitness center on Mondays?

- Yes
- No

5. Please respond to each statement about the drop-in option on Mondays.

	Agree	Neutral	Disagree
I like the drop-in option	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are enough appointments for drop-in	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Agree

Neutral

Disagree

There should be more than four people per drop-time

Drop-in should be available every day of the week

6. Which type of fitness center appointment do you currently have?

- Household ONLY
- Group Appointment (up to 4 people)

Section 2

Group Appointments

We are interested in hearing how the group (4 or less) appointments are going. The following questions ask about the appointments themselves, working out with others, availability of the equipment, and appointment frequency.

7. In general, how would you rate the group appointments?

8. How would you characterize your experience this month with working out with others? (select as many as apply)

- It's been great. I love working out with other participants.
- It's been okay. I do my thing and others do their thing.

- I love the group of people I am working out with.
- I do not get along well with the group of people I am working out with
- There is not enough equipment available at the same time for everyone who wants to use it.
- Four people at a time is too many.
- We could have more people working out at the same time.
- Other

9. How do you like your two weekly appointments? (select all that apply)

- I am very happy.
- I can only make one of them a week.
- I wish the second was at a different time.
- I prefer the drop-in option for the entire week.
- I like having a set day/time that I know is available to me to work out.
- I like knowing who I am working out with each week.
- Other

10. When you consider signing up to use the Tolles Parsons Center Fitness Center, what is important to you? (move the below items in order from most important to least).

Appointment duration

Availability of equipment

Frequency of Appointments

Knowing who I am working out with

Set number of people per appointment

Variety of equipment to use

Working out without a mask

Ability to workout when I want

Section 3

Other Questions

11. If we changed the following in January/February, would you continue to work out with us in our fitness center?

	Yes	No	Maybe
We increased to 5 participants per appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We increased to 6 participants per appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We increased to 7 participants per appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We increased to 8 participants per appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Do you use the following pieces of equipment?

	Yes, everytime	Yes, sometimes	No, I have not	No, but I would like to	No, I do not know how/feel safe using it
Treadmill	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recumbant Bike	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hoist machine (corner)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exercise Ball	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exercise Mat	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rowing Machine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stretch bands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medicine Balls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Roller (for legs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Free Weights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sci Fit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. If we changed the following in January/February, would you continue to work out with us in our fitness center?

	Yes	No	Maybe
We eliminated household only appointments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We reduced the number of household only appointments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Yes

No

Maybe

We increased drop-in appointments to two days a week

We continued with four people per appointment and allowed two additional people at each time as a first-come first-served drop-in

14. Overall, how would you rate your experience with our fitness center since November of 2021?

15. What other thoughts, comments, or concerns would you like to share with us?