

DIRECTOR'S REPORT

Gregory Wilson, Assistant Director

Prepared for: January 20, 2022

ADMINISTRATION/CUSTOMER SERVICE

Enrollment

During the month of December, the COA accrued three patrons. All three patrons are from Wellesley. Two seniors are in the 60-69 age group, and one senior is in the 70-79 age group. Two of the seniors are female, and one is male. The new members participated in programming, fitness classes, and socialization.

Sign-Ins/Attendance

We had 2204 Total Event Sign-Ins from 442 different patrons in all activities for the entire month of December. Of the sign-ins:

- 370 were Wellesley residents and 72 were non-residents;
- 344 were female and 98 were male; and
- 859 were in-person "swipes" entered by 225 different patrons.

Programming Stats

- Community Education – 14
- Cultural Events – 92
- Fitness Center usage – 252 appointments (duplicated)
- Fitness Instructions – 202
- Heath Education – 63
- IT Tech Assistance appointments – 23
- Recreation – 111
- SHINE appointments - 16

COVID-19 UPDATES

We continue to provide vaccine and booster resources to any patrons calling. If homebound patrons need a vaccine or booster, they can call 833-983-0485, which is a line run by the State.

FINANCES

FY22

FY22 Gifts- Monetary

<u>From</u>	<u>Purpose</u>	<u>Amount</u>
FWCOA	Subsidized Lunch (December 2021)	248.00

FWCOA	Subsidized Simons (December 2021)	910.00
FWCOA	Subsidized Coffee (December 2021)	207.32
Linda Boodro	Fitness Center	150.00
Anthony & Paula DeMarco	General Donation	200.00

PROGRAMMING

Nov/Dec Fitness Center Survey

The COA launched a survey to all patrons who are cleared to utilize the Fitness Center. This survey helped the COA determine modifications to Fitness Center appointments for January and February. The data indicated that participants did not wish to increase the number of participants in group appointments at this time. With this information, alongside our participation records the COA determined that offering a second appointment to group appointment participants was no longer advantageous. This decision allowed us to open up enough slots to accommodate a waitlist of about 25 seniors. The survey results are attached.

Attachment 1: Nov-Dec Fitness Center Survey Responses

Highlights

More in-person programs and activities were added to the last month of 2021. On the second day the COA held a free to participants PILOT Needle Felted Gnome Workshop which was held in person at the TPC. This event had 11 participants and was a huge hit. On the third we were able to bring the very popular Barry Pell into the building for an in-person presentation on Iceland that had 50 participants. On the seventh we were excited to host the always popular Winter Greens Centerpiece Workshop with the Wellesley Service League. This event brought 14 in person participants and was a lot of fun. That same day we held our second part of the Portraiture of Prominent Bostonians lecture series which saw 40 and 50 participants on the two days. The most anticipated event of the month, the Holiday Party held on the tenth had 50 participants join us for a delicious hot meal and musical performance.

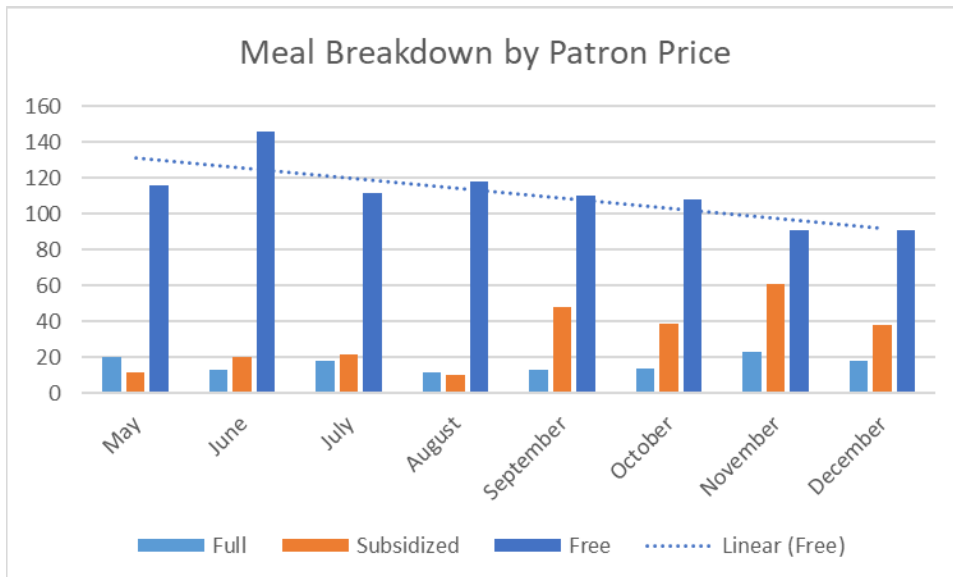
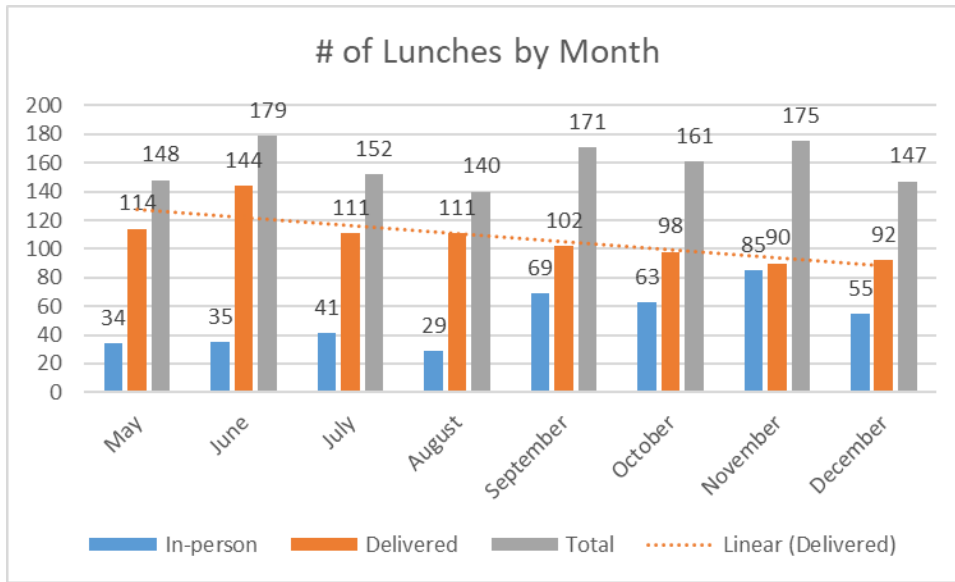
New Program Highlights

The Programs and Activities Team is hard at work on the newsletter for March and April. The COA is taking part in the Community Read of “Caste: The Origins of Our Discontents,” by Isabel Wilkerson. The COA is working on publicizing and registering seniors for the virtual webinar discussion with Ms. Wilkerson on March 10, 2022, as well as a separate COA discussion, which will take place on March 18, 2022.

Lunch Program

In December, we did see the number of onsite lunches as well as the total number of lunches served decrease, but this can be attributed to the holidays. Additionally, one restaurant had

closed the last week of December for the holidays and did not notify us, so we were unable to serve lunch on 12/28 and 12/29. We are working with vendors to ensure future interruptions to food programming around major holidays can be minimized. Moving forward, the Social worker and Assistant Director are ensuring that those receiving deliveries on Wednesdays are still considered homebound.



SOCIAL WORK/OUTREACH

Financial Assistance

New requests for assistance have been limited in December. Kate has received requests for assistance towards heating, rent, and utility costs, and is frequently working with seniors who may be at risk or in need of support. These residents are offered the use of scholarship on a case-by-case basis and some remain pending, knowing they can apply when needed. Kate also works with residents who seek financial support and assesses eligibility for public benefits or Almira Simons scholarship grants.

Healthy Aging Programming

The attendance varies at “Topic Tuesdays” but the program continues to offer residents the ability to enjoy social opportunities as an important part of reducing isolation. As some seniors are currently not comfortable with in-person programs, Kate will explore additional groups via Zoom. Kate continues to work with Wellesley Health Department to host weekly “Keep Well Clinics” at four local subsidized Housing locations in town. In an effort to establish a sense of connection to the broader community, Kate will be helping to facilitate a “Community Dialog Series” this winter, offered in the evenings, via zoom to interested Wellesley residents.

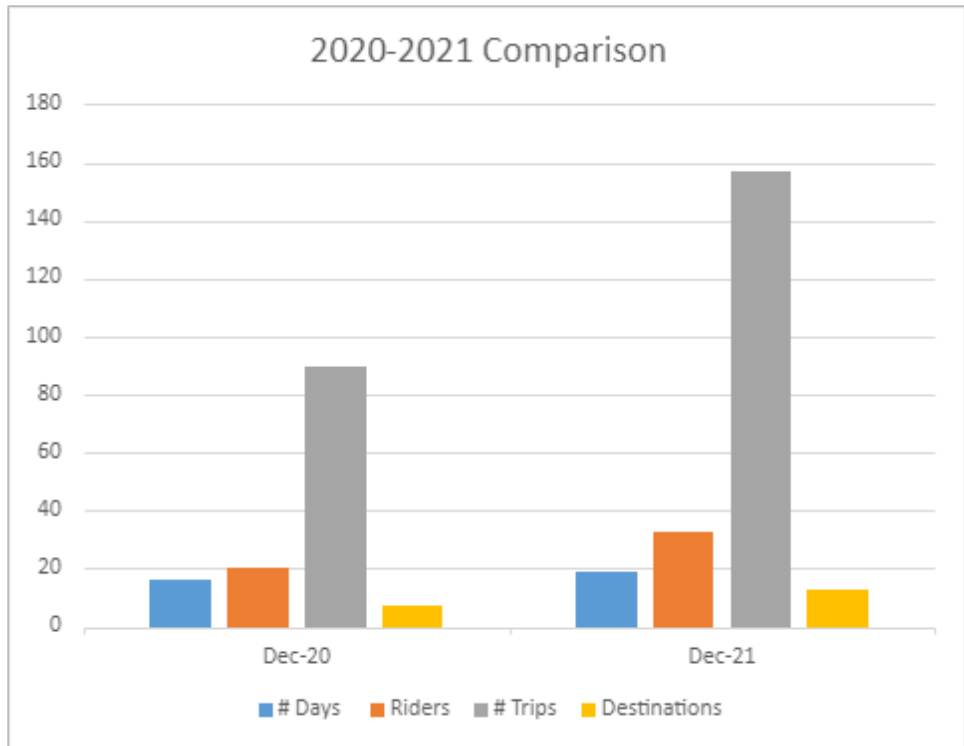
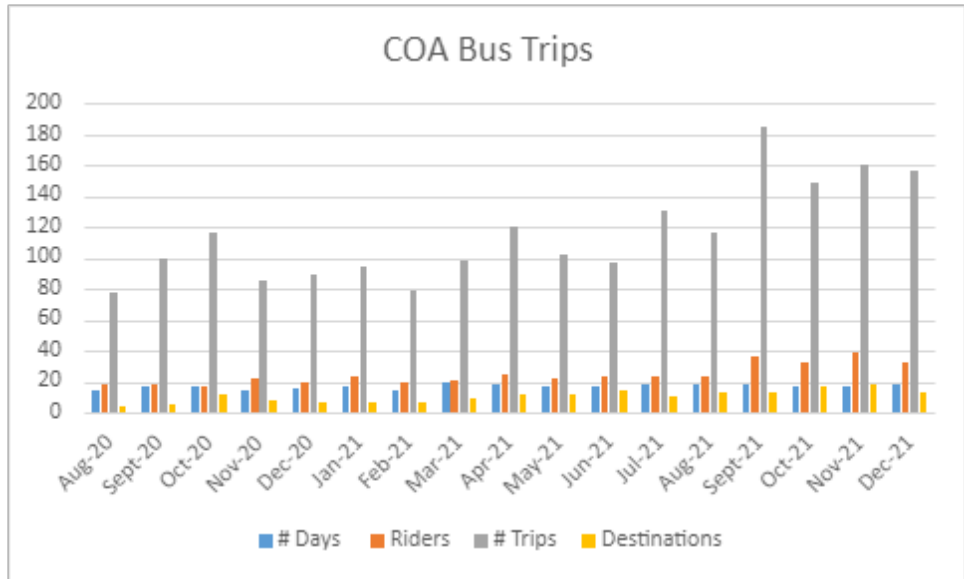
Themes

Calls from family members requesting discussions on in-home care versus moving to assisted living setting are always a common theme in winter months. Another theme to note is calls from senior residents of subsidized rental units who have ongoing concerns about repairs or maintenance needs. Challenges in communication are due to turnover in management staffing at Glen Grove and at Wellesley Housing Authority. In addition, home care services available to low-income residents provided via Springwell are difficult to obtain, while many seniors are faced with anxiety of being exposed to new variants. Residents with ongoing housing concerns and cognitive deterioration continue to remain themes as well.

TRANSPORTATION

Food Pantry runs continue to go well, and the bus drivers continue to assist with help around the office when not completing trips. In December, one of our drivers was involved in a collision. As previously communicated to the Board, no passengers were on the bus or the other vehicle, and the driver accidentally hit the driver side mirror of the other vehicle in a small circular parking lot. This driver has had a clean record prior to this incident, police came to the scene, and all appropriate paperwork has been filed. I have also spoken with the driver about how to avoid this type of situation in the future.

In November, we saw the number of trips slightly decrease from 161 to 157 over 19 operational days. The number of riders decreased from 39 to 33 people, and the number of unique destinations decreased to 13 locations.



<u>Destination</u>	<u>Address</u>
New England Eye Center	1 Washington St
Salon	139 Linden St
Medical Offices	148 Linden St
Roche Brothers	184 Linden St
NWH Dr	2000 Washington St, Newton
NWH	2014 Washington St, Newton
Food Pantry	207 Washington St
CVS	25 Washington St
Whole Foods	442 Washington St
Tolles Parsons Center	500 Washington St
Dr. Offices	65 Walnut St
Warren Building	90 Washington St
Dr. Offices	978 Worcester St

VOLUNTEER

The recurring schedule of committed weekly volunteers for Front Door Greeters and Lunch Servers has been going very well. There were a few absences in December due to holiday conflicts and health issues. All high demand situations were covered either by the volunteer finding their own substitute or by flexing coverage. It was nice to schedule some returning volunteers to help with our Holiday Party lunch program. Many helping hands go a long way!

We collaborated with the Wellesley High School Key Club to assemble Holiday Gift Bags that were delivered to the participants in the Wednesday Lunch Delivery Program on December 22nd. WHS students created handmade cards with messages of warm wishes, season's greetings and creative artwork. COA volunteers assembled the gift bags, volunteer delivery drivers delivered the gift bags with the Wednesday lunch. We will look to do a similar outreach around Valentine's Day.

We had a great Phone Pal check in meeting on January 5th. There are currently 15 seniors who remain active in the program. The volunteers in attendance all reported how meaningful their relationships are and how important they view this program as an outreach to connect with seniors in the community. Many have formed special friendships. It is nice for the seniors to have an impartial person in their life to share stories and experiences. Strategies for conversing with someone who may be dealing with various health issues were discussed, as well as dealing with loss. A special thank you goes to these volunteers for putting their time and heartfelt energy and compassion into these relationships.

Nov/Dec - Fitness Center Survey

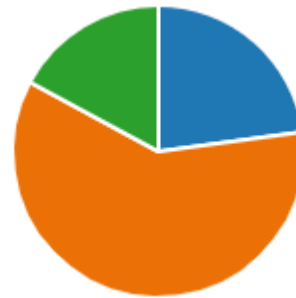
36
Responses

09:50
Average time to complete

Closed
Status

1. Please select your age range.

60 to 69	8
70 to 79	21
80 to 89	6
90+	0



2. Please select your gender.

Male	13
Female	21
Prefer not to respond	0
Other	1



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

Monday (drop-in)	12
Tuesday	14
Wednesday	4
Thursday	16
Friday	7



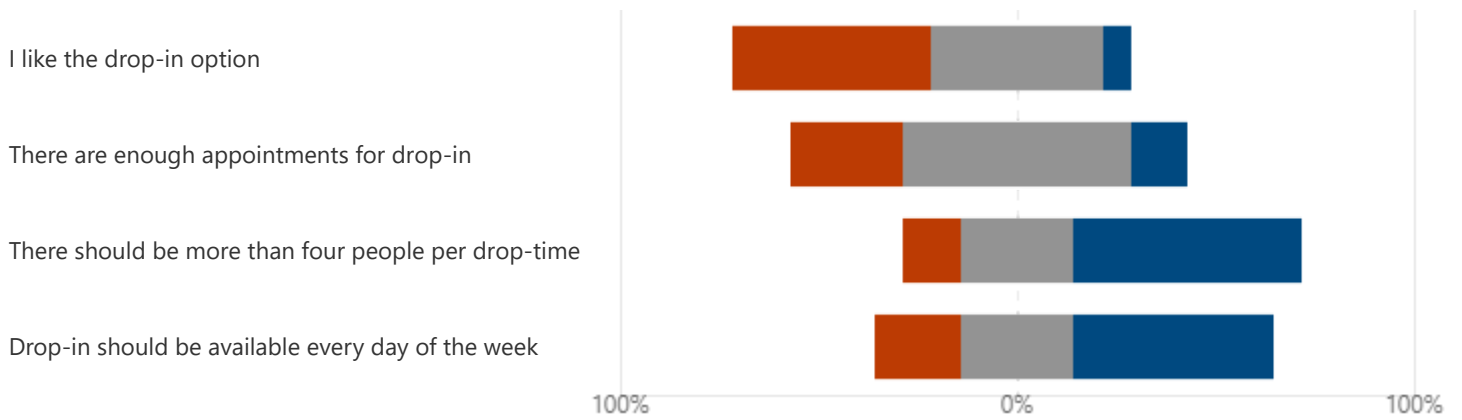
4. Since November, have you used the drop-in options for the fitness center on Mondays?

Yes	3
No	11



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

Agree Neutral Disagree



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

Household ONLY	26
Group Appointment (up to 4 ...	10



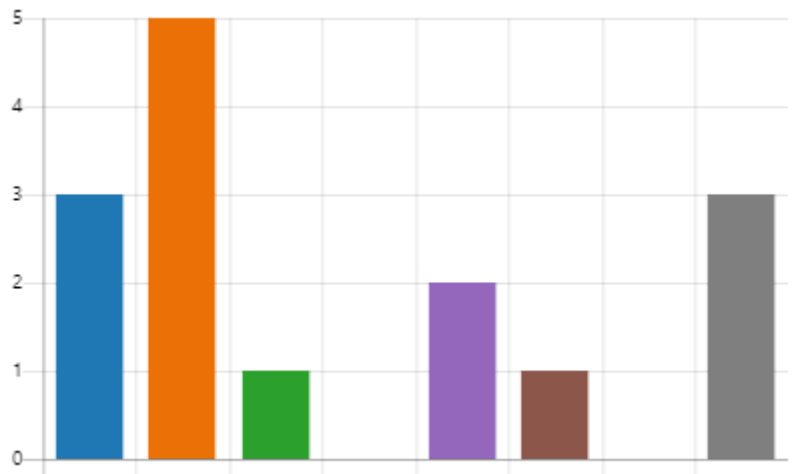
7. In general, how would you rate the group appointments?

10
Responses

★ ★ ★ ★ ★
4.50 Average Rating

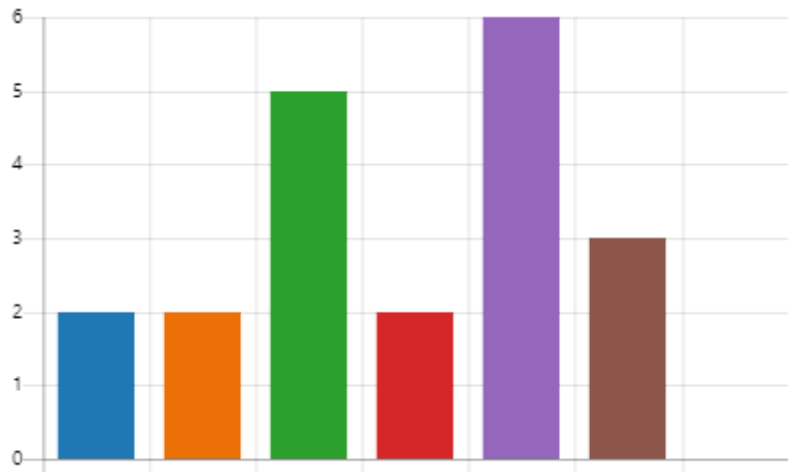
8. How would you characterize your experience this month with working out with others? (select as many as apply)

- It's been great. I love working... 3
- It's been okay. I do my thing ... 5
- I love the group of people I a... 1
- I do not get along well with th... 0
- There is not enough equipme... 2
- Four people at a time is too m... 1
- We could have more people w... 0
- Other 3

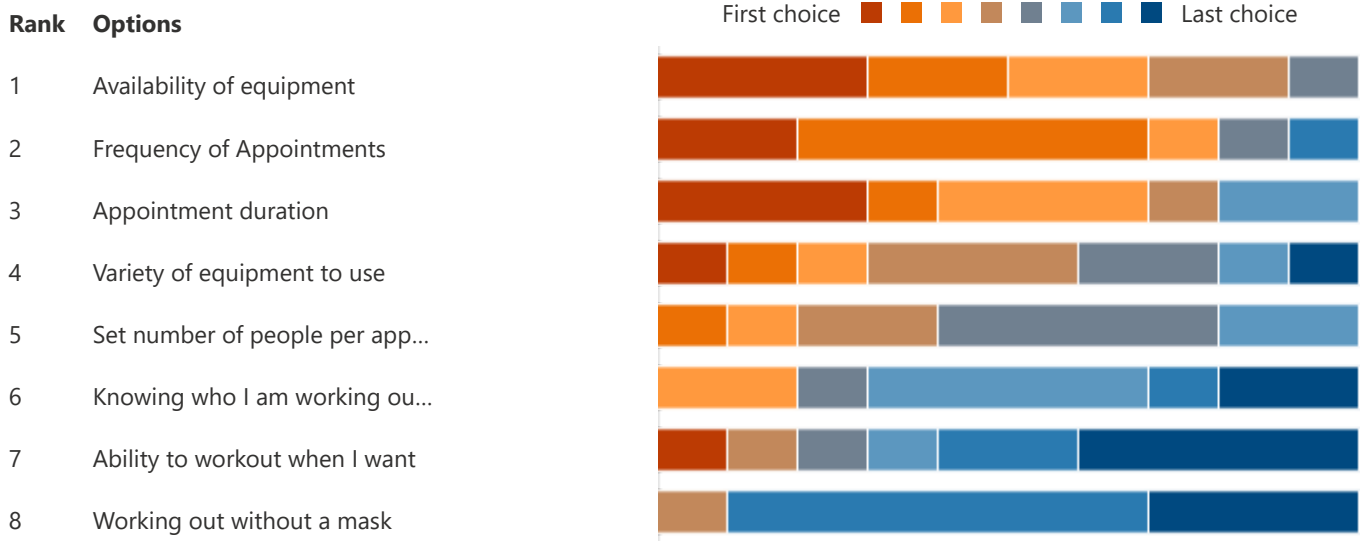


9. How do you like your two weekly appointments? (select all that apply)

- I am very happy. 2
- I can only make one of them a... 2
- I wish the second was at a diff... 5
- I prefer the drop-in option for ... 2
- I like having a set day/time th... 6
- I like knowing who I am worki... 3
- Other 0

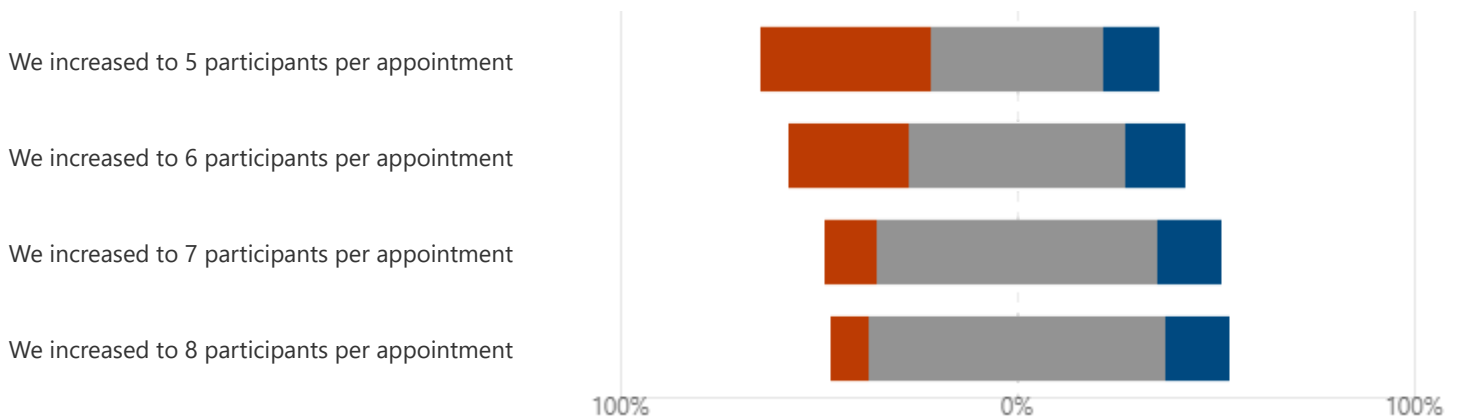


10. When you consider signing up to use the Tolles Parsons Center Fitness Center, what is important to you? (move the below items in order from most important to least).



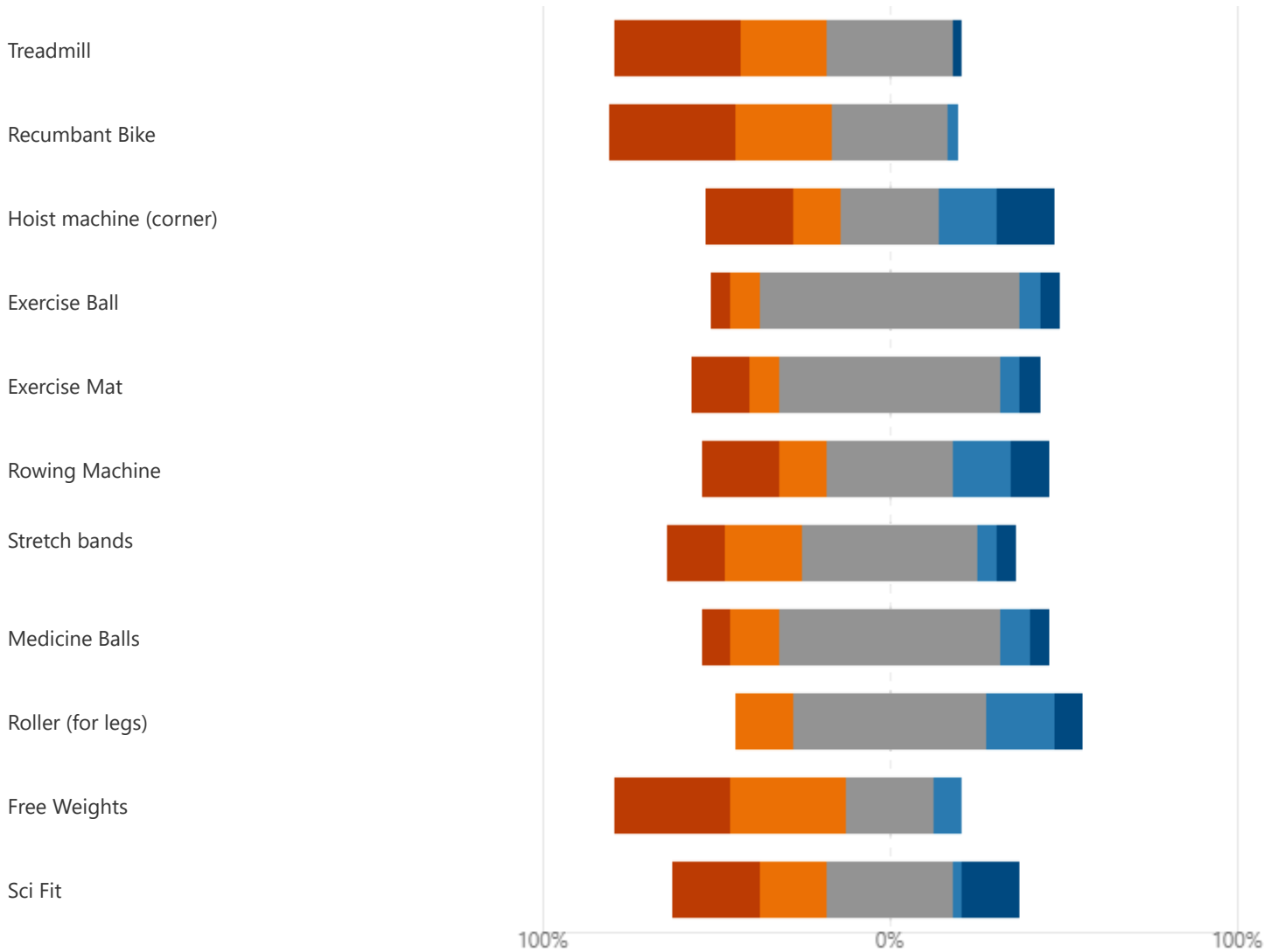
11. If we changed the following in January/February, would you continue to work out with us in our fitness center?

Yes No Maybe



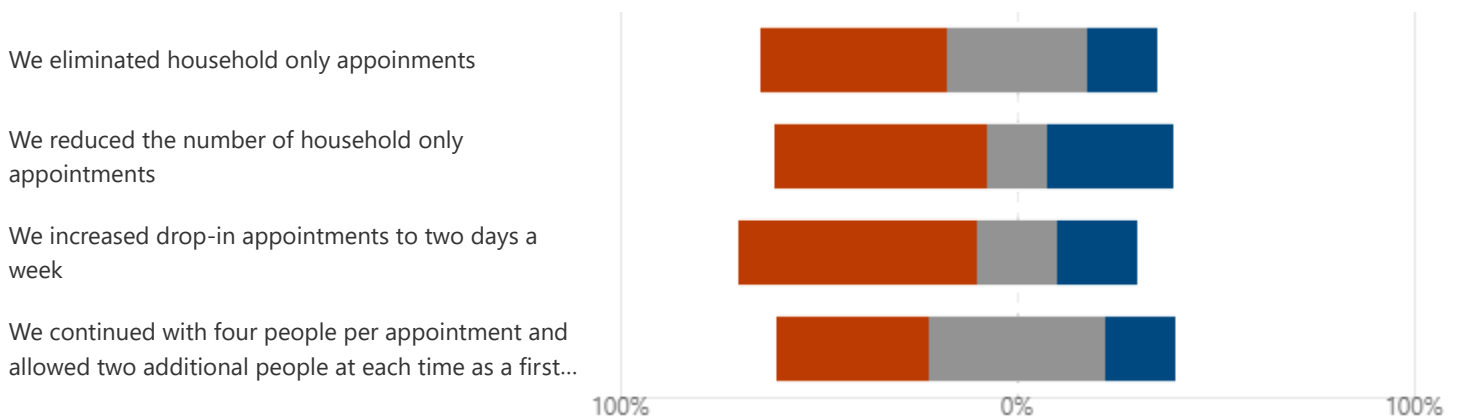
12. Do you use the following pieces of equipment?

■ Yes, everytime
 ■ Yes, sometimes
 ■ No, I have not
 ■ No, but I would like to
 ■ No, I do not know how/feel safe using it



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

■ Yes
 ■ No
 ■ Maybe



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

36

Responses



4.03 Average Rating

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

31

Responses

Latest Responses

"Household appointments allow for mask free exercise. Exercising with ...

"Hi, Unfortunately I was not able to work out AT ALL in November and...

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

There have never been four people in my time slot. Usually, one or two besides me, and at least once I was the only one. So you can add people since some people do not come and any particular day/time.

I only use the sci fit. I'm worried that if too many people were there at the same time, that machine wouldn't be available.

It is very difficult to exercise w masks. That is the major value of household appointments Until Covid is under control (Omicron?), I'd rather not share time with other people unless I know them.

Able to use fitness center as drop in

It is a nice fitness center close to my home. I also belong to another gym and have started going back there. Once a week workouts are not enough to stay in shape 😊

I have only qualified for drop in Monday's & am frustrated that all openings are taken. Due to health concerns I would use equipment 3x per week on a regular basis if openings are added

The elliptical machine did not seem to be listed, and we use it every time. Fred has an autoimmune condition and has no antibodies for Covid despite full vaccination. If that changes we will let you know, but we need to be very careful with him.

We use the elliptical every time.

I've given one star because we haven't actually had an opportunity to use the Fitness Center. We submitted a Health Form early last month but were then told there were no appointments. When we originally toured the center, there was no one there and were told that appointments were very available. I work on Mondays, so that drop in day does not work. So, yes, more options to actually use the fitness center would be great.

Please return the bench used for Pilates and such. It is highly preferable to using the mat on the floor.

It is good to have a place where I can go to exercise because sometimes I am not very disciplined on my own to do it. Plus it makes it go faster with someone else to talk to.

One comment only-allow the fitness center to be used as a first come first serve basis.

Appreciate all the time and effort in allowing us to visit the exercise room. Thank you!!

I use the new multi - function machine, but do not know the name. Is it in the corner or SciFit?

It' is extremely difficult to work out with a mask on - anything we can do to have some mask free exercise time would be appreciated

I wish I had 15 minutes longer for my appointment. I wish I had at least 1 more appointment there a week. I wish I could use the hoist machine after I have used the elliptical or bike. It always is busy or time is up.

The scheduling that keeps changing has been a problem for me as I could not choose my time and regular things happen during the week. I will not exercise with other people in the room except one other person/woman who has been vaccinated. I would like to do it twice a week. The new equipment is wonderful but have not learned yet how to use some of it. Perhaps you could be open during the weekend for the exercise room and other activities. The hours are very limited.

Is it possible to bring back the low table for exercising without dropping all the way down to the floor?

I found this piece of equipment to be very valuable.

More instructions on hoist macho

More in depth training on machine use. Someone with no experience with the machines as I am, has a good chance of getting injured on them.

The fitness center should be "Drop-in" each day. Eliminate all restrictions for time slots.

My wife and I exercise on Friday mornings and appreciate having only our household in the exercise room. We question whether the new machines, specially the one in the corner, are fully utilized by the members. There is such a thing as too many machines.

I question whether the corner hoist machine really gets utilized. In my experience that type of machine can lead to joint injuries instead of improving body conditioning. I wonder how much it gets utilized. Was it bought because the member asked for it or because the center had money available to buy one?

Love the addition of the new equipment and hope there will be additional sessions on how to use it. It would be great to have a short bar on the wall to hold for balance exercises. Overall I have been thrilled with the fitness room. Thank you for all of the effort and coordination that goes into the scheduling to make it successful with Covid! Outstanding job!!!

A great place

I am very grateful for the opportunity to work out at the fitness room.

Please return the exercise table. That is preferable to having to get down on the floor.

I like the new equipment. I need more help with the hoist machine.

Hi, Unfortunately I was not able to work out AT ALL in November and December. I answered yes, 'cause it was the only way I could submit the survey. Guess, it was my fault because I never contacted Andria re: household only workout time. I thought she was going to contact me, but guess there was a miscommunication. Please, may I now request an individual time slot for me. I MISS working out at the center and was there as often as possible. Please may I have a time slot for Jan and Feb. Thank you, Linda. Wish you all the best...

Household appointments allow for mask free exercise. Exercising with a mask is unhealthy