

Northshore Senior Center Advisory Council Meeting

August 6, 2024, 1:00-2:30pm

NSC ~ Health & Wellness Center

Meeting Minutes - DRAFT

Present:

ADH/H&W: Pat Olsen, Patricia Gustafson, Jane McNamee

MILL CREEK: JerryAnn Graham, Kathy Olsen

BOTHELL: Terry Busch, Mohan Khandekar, Pam Wyss

NSC Board Liaison: Jenn Snyder

Absence excused:

KENMORE: John Dolin & John Rynd

Guests: Jordan Riggs (NSC Facilities Coordinator)

The meeting, chaired by Pat Olsen, opened at 1pm, with approval of the revised Agenda and the June 4 meeting minutes

The Connection point/Moment of Joy was initiated by Jenn Snyder, the Board liaison. Everyone contributed. A special note was included regarding the mutual respect, unity, and integrity of the AC members.

Note: Action items below are in *italics* and preceded by ***

CENTER UPDATES + suggestion boxes: Mill Creek, Kenmore, Bothell, H&W, AC updates

Mill Creek: A surprise party in honor of Celeste , was organized by Sarah (caregiver to Joni Earl). Several members attended the July Board meeting to discuss changes to the Memoir writing class.

Kenmore = Pasha held a special event with hearts

Bothell: Suggestions/questions will be forwarded to the appropriate staff Jordan (NSC staff) responded to the question regarding posting and accuracy of Emergency Evacuation Plan (EEP) sitemaps at Bothell. Health & Wellness building EEP sitemaps are accurate and current.

H&W—Discussion regarding lack of payment options for taking classes. This can discourage participation because participants can't afford to pay for classes not attended.

Some suggestions and comments are given to Jenn to make sure Board knows what's happening.

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SILVER SHOUTOUTS – July (Foram Shah and Bruce Garberding), August (Lydia Barnsley)

*** *Jordan will write up regarding volunteers striping the parking lots*

*** *Kathy will write up regarding Joni Earl and her caregiver Sarah in honoring Celeste.*

*** *FOLLOW-UP: Each AC center rep could submit one article with photo (5 sentences) and we can hold them for whenever needed.*

BOD update: Jenn Snyder informed the AC that the August BOD meeting will be Aug. 28, as a joint meeting with the NPRSA. She received information from other BOD members regarding the July meeting. Currently there are 11 members, but there was no quorum for the July meeting because of vacations, etc.

There was discussion regarding the BOD Nominating Committee and attributes needed for new BOD recruits, including the need to have formal transparent application process. Jenn will find out who is (or will be) on the Nominating Committee.

Q/A = If a grant is received for specific activity, the grant stipulates what is allowed in terms of fees.

Philanthropy position – Nathan is considering hiring a consultant to fill role, since no viable candidates.

CEO update (Nathan via email):

IMPACT

- The number of people served and number of visits were down in June, which is typically one of our slowest months of the year. Volunteer numbers were also down after a busy May, but were at levels similar to previous months.

	Jan 2024	...	Apr 2024	May 2024	June 2024
People served per month	1,557		1,664	1,758	1,581
Touchpoints/visits per month	6,930		7,471	7,638	6,116
Active members per month	2,531		2,553	2,630	2,667
Volunteers active per month	218		232	338	230
Volunteer hours of service per month	2,587		2,965	3,590	2,514

STAFFING updates include postings for Inclusion/Wranglers coordinator, part-time drivers in Transportation, and staff for Tootsie’s Parlor.

COMMUNICATIONS AND COMMUNITY ENGAGEMENT updates include the Leadership Team’s monthly NSC Insider, emailed to staff, instructors, and active volunteers.

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*** Pam, Kathy, Mohan, Terry haven't been receiving NSC Insider. Patricia & Pat will forward to all AC members., and Patricia will ask Isaiah to include all AC members on the mailing list.

CURRENT AND NEW BUSINESS

AMBASSADORS:

- New Member/Informational Tours – Several AC members assisted with tours while Mohan was on duty as a grandchild caregiver. Discussion followed regarding process of letting people know about tours and importance of simply visiting with members as drop-in conversations in the lobby.
*** Terry will create map of what activity occurs in what room.
*** Terry will tell receptionists that he and Mohan are available "On call" to give tours for certain days.
*** Pat O to send email regarding a separate meeting for all volunteers who want to be "Membership Ambassadors".
- Discussion followed regarding additional AC participation with staff in marketing events/activities (such as tables at farmer's market, etc.), and who on the AC might coordinate the efforts with what staff members.

HEALTH FAIR: Jane gave an update on the Health Fair. Several senior communities compete with NSC with activities for their residents, so they are reluctant to support sponsorships for NSC events. However, the Health Fair has signed up 32 vendors (senior living, healthcare, bank and others).

Sign-up sheet passed around for Volunteers needed for the following:

- 1) 9am – 12noon: Help vendors sign in, greet attendees, etc.
- 2) 12noon – 2:30pm – greet attendees, check with vendors re: food, other needs; help attendees and vendors as they leave the event. After 1pm, help clean up trash, etc. but not moving tables.

OPEN FORUM (a new section for anyone to bring up anything)

- Volunteers may be needed for possible marketing event at Bothell/Kenmore Chamber Community Fair on Sat. Aug. 24 in Downtown Bothell from 12noon to 3pm
- AC chair nominations – Pat O will lead Oct. meeting

EVALUATION (anyone missed? or anything tabled for next time?) – Mohan commented again about taking a photo of the AC members to post.

Adjourned at 2:35pm

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- Next Advisory Council meeting: Tuesday October 1st, 1:00-2:30 at Kenmore
- Next two NSC Board meetings:
August meeting on Wednesday August 28th at 5pm room 202/203 to accommodate a joint meeting with NPRSA; to be IN-PERSON ONLY;
and Tuesday September 24th at 5:30pm at Bothell, in room 202, unless otherwise noted.
- Health Fair Sept 12th 10-1pm