

Council on Aging Board Meeting  
Ludlow Senior Center  
228 State Street  
Wednesday, September 18, 2024

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

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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 August 21, 2024, meeting were reviewed and approved.  
M/S: B. Mishol/D. Johnson. All in favor.

**III. Treasurers Report**

- a. The August 2024 Budget Report was reviewed. B. Mishol noticed a typo and a correction. In the YTD column under Salaries, Activity Assistant, the YTD should be 17%, not \$0.17. He also pointed out \$7,457.21 expended on Food Supplies had not been subtracted from the budgeted amount under General Expenses. J. Zepke noted the bookkeeper should adjust the spreadsheet formula. Carryover will be used for a van, Age/Dementia Friendly Community, and the Administrative Assistant position (for the first year).

**IV. Director's Report**

- a. Center Positions: The new custodian, Dennis Fordema started on Friday, September 13, as his CORI was delayed until September 12. While he is paid from the town's facilities budget, J. Zepke supervises him. J. Zepke reported 100 applications for the Administrative Assistant position have been received. Human Resources will screen them and send potential candidates to J. Zepke.
- b. Vans Update: One van will be delivered in October. The second van was ordered last week and should be delivered in June 2025. Both are Ford eight-seaters, and each one will accommodate a wheelchair. The Center will keep one of the vans it currently has and will eliminate the 12-seater van.
- c. "Grievance" Policy: J. Zepke described an ongoing issue with a participant and was wondering if a letter should be written by the Board and given to the participant if the matter cannot be resolved. Normally, the Executive Director would be the person to write the letter.

After the behavior was described, the Board felt the behavior was disruptive and fell under the category of bullying and should be addressed accordingly. K. Ribero read from the Center's Policy Manual: *"Offensive and/or inappropriate behavior toward staff and/or other participants will not be tolerated or permitted. This includes but is not limited to use of profanity, yelling, bullying, sexual harassment, intimidation, and aggressive behavior. Examples of bullying include actions such as making threats, excluding someone from a group, shunning new participants, refusal to allow someone to sit in an open seat during meal or activity. If any inappropriate behavior is witnessed or reported, staff will use discretion to take corrective action. This may include asking the participant to abstain from the said behavior or taking other actions*

*as appropriate depending on the situation, such as asking the participant to leave the premises, contacting the emergency contact of the participant or notification of police in extreme cases. Repeated violations may result in suspension of Senior Center privileges. If the participant disagrees with the corrective action, he/she may make an appeal in writing, to the Council on Aging within thirty (30) days of the incident. The Town Administrator will be notified of the appeal."* J. Zepke said moving forward, she will be documenting interactions with this individual.

D. Peacey pointed out that the "grievance form" that the Board approved is not in the manual. It was called a Feedback Form, and J. Zepke said it was at the front desk.

d. Age/Dementia Friendly Ludlow: Although applying for certification is a town wide project, the Council on Aging will be spearheading the effort. H. Jolicoeur has collected information about the requirements and the Pioneer Valley Planning Commission will be hired to assist with the project.

## **V. Chairperson's Report**

a. Bylaws: D. Peacey said a work group consisting of herself, B. Mishol, K. Martin, and F. Barroso reviewed the 1972 bylaws that are on the town's website, along with a version that was developed in 2012 but never signed. The Friends bylaws and those developed by comparable Councils on Aging were reviewed as well. The result is a pared down and updated version. It was noted that other Councils do not feature the bylaws on the town's website and recommended only having it on the COA's website. She presented a draft of the new document for the Board to review. A motion was made to approve the new bylaws as presented. M/S: D. Johnson/F. Barroso. All in favor. J. Zepke will send a signed copy to M. Strange.

## **VI. New/Old Business**

a. Leadership Training: J. Zepke attended the first of a three-part training series offered by the Collins Center Mass. Municipal Association. She said it was excellent and very helpful.

## **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, October 16, 2024.*

Respectfully submitted,

K. Martin, Secretary, COA

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