Concord COA Board Meeting minutes  
September 21, 2021  
Harvey Wheeler Community Center, Clock Tower room

Present: Patty Keane, Carole Cushing, Michael Rudd, Christina Kendrick, Ginger Quarles, and Carol Ann Hannan (Chair)

Absent: Kristin Nelson, Teri Stokes, Rod Riedel, Margaret Hoag, and Susan Bates,

Approval of Minutes. The minutes from the June meeting were approved.

Director’s Report (Ginger Quarles)
The indoor mask mandate has been reinstated at the COA. Since COVID cases were rising and the CDC recommends masking when the infection rate reaches a substantial level, Ginger decided to require masks be worn in the building. The Town Manager agreed. Ginger communicates regularly with the Deputy Town Manager and the Public Health Director on COVID-related issues.

The COA would like to offer vaccine booster shots once they become available. They are exploring whether this is a possibility.

It has been a good summer. The COA had planned to resume Wednesday lunch on September 15 but has put those plans on hold due to the indoor mask mandate.

A new TV monitor has been placed near the entrance. This is used for posting the daily program schedule and announcements. The monitor has been well received.

The COA purchased an Owl Pro, a video conferencing tool that works with Zoom. It acts as eyes and ears and turns towards the speaker for an improved audio-visual experience by attendees.

Staff took a lot of vacation time this summer after not using their paid time off over the last 18 months. This led to short staffing.

The Town notified thousands of residents of the data breach that occurred in October 2019 and affected 54K individuals. Hard drives scheduled for destruction disappeared from the Public Works building. No adverse issues resulting from this loss have been reported. The Town will pay for security monitoring for anyone affected who would like protection.

Planning for change – open discussion

What would we like to hear about in the Director’s report each month? The Board suggested that the Director’s report be the first item on the agenda. The Board would also like to be informed of changes and important announcements as they occur so that they can respond appropriately to questions from the community.

The Board suggested that the committee liaison reports be submitted in writing and sent out with the minutes for review to promote a more concise meeting format. Only pertinent topics relevant to the
COA or seniors will be discussed. Since several members of the Board were not in attendance, we will discuss this approach further at the next meeting.

**Suggestions for Action by the Board:**

Publication of articles on topics of importance to seniors and their families in the Concord Journal/Patch several times per year.

A Welcome Wagon type visit with seniors new to the town.

Events for families who have had parents move in with them.

Speaking engagements at community organizations by Ginger and a Board member.

Have a presence at community events such as Agriculture Day and Picnic in the Park to provide information about the COA and available resources.

Find out what is happening on the AARP Age friendly Town initiative and become involved to aid moving forward.

Transportation – this is an issue that is important to seniors. This is a topic for discussion and there is potential to propose suggestions to the Town.

**Board Liaisons**
Over the past year, we have added numerous Board/Committee liaison reports to our agenda. While this is informative, things change over time and we recognize that we may choose to drop or add representation at other Board/committee meetings. At future meetings, the Board will consider whether or not to continue each liaison. It was suggested that attendance at these other meetings be flexible – liaisons should review meeting agendas prior to the meeting and decide whether it is necessary to attend. If there are no items of interest on the agenda, attendance is optional.

**Board membership**
Ginger suggested that we approach recruitment from a new perspective – consider professions that are relevant to seniors such as physicians, mental health professionals, physical therapy, or law enforcement. Consider who you know in Town.

Considering the mask mandate has been reinstated, the Board decided to meet via Zoom in the future.

Meeting adjourned at 6:05 pm.