

Minutes of the COA/LCC Meeting

February 8, 2021 at 8:30AM.

Lancaster Community Center via ZOOM

Join Zoom Meeting:

<https://us02web.zoom.us/j/84439317311>

Meeting ID: 844 3931 7311 (Town of Lancaster ZOOM Account)

Attendees: Michele Macdonald (MM), Ann Mazzola (AM), Jo Agnes Santangelo (JS), Alix Turner (AT), David James (DJ), Sheila Casey (SC), Judie Maclean (JudieM), Deb Ducharme (DD), Linda Cutler (LC), Nicole Kanis (NK), Joanne MacLaughlin, Sue Billings (SB), Carly Jordan, Kathy Holden (KH), Orlando Pacheco (OP)

Meeting called to order at 8:35am by Nicole Kanis

Approval of Minutes

Minutes of the January meeting were accepted without changes. Vote unanimous.

Friends Updates: (Jay or Designee)

Very busy with donations coming in from census, Hearts for the Holidays, raffle, etc. Some expenditures for Hearts project (minor). Sheila Casey was thanked for handling all the monetary transactions. Balance of \$25,886.83 (some earmarked for Valentine's project.

Director's updates (Alix)

- Covid-19 update and effect on programs/activities-BOH updates
 - BOH was present for the meeting to discuss their requirements for the safe operation of the LCC. Jeff Paster spoke to the requirements from the state, that the building needed to be secured for access control and contact tracing. The ability to "buzz" someone in was rejected by Orlando as effectively the same as being open/unsecured. The LCC does have the My Senior Center sign-in terminals for keeping track of anyone entering the building (with their contact information, as required by the BOH).
 - The BOH met with Alix at the LCC and identified additional signage and sanitizer and chair spacing requirements for Pickleball. Additional signage was posted as requested, marks on floor for chair spacing, and sign-in kiosk verbiage adjusted.
 - Ring™ doorbells will be ordered to control access to the building. Will require staff to leave their desks anytime someone rings the doorbell. This is/can be a problem, especially if we are on a time-sensitive phone call.
 - Suggested to have volunteers or tax work-off people present to act as receptionists to answer the door and admit people.
 - Backstage gym is also being used more often now.
 - Orlando suggested that David and Alix stagger their schedules so that someone is always in the building. Alix replied that the issue is staffing. She cannot commit to being in the

building, as her duties require home visits, and those aren't always "schedulable" for convenient times.

- Part of the problem is the lack of a Community Services Liaison. At a pay rate of \$18 an hour, we have been unable to recruit and retain qualified people. Other towns are paying over \$25 an hour, full time, with benefits.
- Conversation went back to the need for a receptionist, and that the reasonable location would be in the Senior Center on the lower level. That would comply with ADA guidelines. Leave the front door locked and direct people to the lower level entrance.
- Jeff Paster said that the BOH would be satisfied that the LCC is in compliance when the doorbells are installed, which is expected to be by Thursday (expected delivery Wednesday), and the doors are locked at all times.
- Orlando said he would talk to Deb Sanders about people who have been approved for tax work off and try to redirect some of their hours to the LCC. The conversation then turned to the complexity and extensiveness of the tax work off application. Also, that Lancaster considers assets in the calculation, which eliminates qualified people who are willing to work for minimum pay. Several times during the meeting the conversation came back to the complexity and the level of confidential information that the assessors wanted in the application process.
- The Senior Center received bi-weekly updates from the Mass Council on Aging regarding the vaccine rollout. Surprise: no surprises. David (DJ) and Alix are working very hard to help people get appointments and/or calm their fears. It was noted that Sterling vaccinated over 400 of their 75+ population in two days last week. Everyone wondered why Lancaster could not have a clinic. Alix responded that it had to have been started more than a month or two before, and required interdepartmental cooperation.
- Sue Billings commented that it seemed inefficient to use the COA van to transport only 2 or 3 people at a time to Gillette. Alix pointed out that the limit on passengers is set by MART.
- Alix (and others) noted that the demand will only get worse when the next group (65+) gets released for vaccine. We're already swamped with calls from people who say they simply cannot figure out how to sign up, or they don't even have a computer.
- PR/Marketing – no report
- Budget Status – no report
- Gardening Updates (Sheila)
 - Sheila (SC) reported that seeds are very hard to come by! Kathy Holden offered to donate some older seeds.
- Building Updates. Cleaning etc.
 - Energy Efficiency present to evaluate and recommend solutions
 - Building has been VERY cold in the gym as NONE of the four heating units is, actually, blowing warm air. Apparently, a valve of some kind is missing.
 - Rick Krafve has transferred over to DPW and has limited time to help. Orlando hopes to have his position filled soon. Orlando shoveled out the front door recently.
 - BOH commented on the level of clutter in the hallways. Will follow up in two weeks. Orlando said he would meet with Alix and do a walk-through.
 - Discussion followed on securing the building (Ring™) with doorbells to be installed by Thursday. Question centered on hours of operation. Basically, the building is in use from 8:30am until 7pm. There are many pickleball sessions during the day due to the limitation on number of players set by the BOH.
 - Another BIG issue is the fact that there is pickleball scheduled on Saturday (as it always has been). Right now, only Alix has a key fob (electronic key) that opens the building on the

weekends. Rick used to open on the weekends when Alix was away, but BOH now required someone in the building, so this is no longer an option. It would help if David James (DJ) had a key fob that worked on weekends.

- Food service updates- MOC etc. (Alix)
 - Number of additional meals being delivered keeps increasing. Up to 12 additional, for a total of 20 meals per day being delivered.
 - Sandee's Mediterranean Feast Grab and Go scheduled for the 10th, but may be postponed due to weather. State Senator John Cronin will be present.
- Dementia/ Age Friendly updates (Alix/Nicole) – no report
- By-law review and updates (Nicole and Alix) – no report
- Programming – no report
- Grants (Alix)
 - Grant received from the Lancaster Cultural Council
- Administrative and Personnel
 - Need replacement for Judy Zmijak
- Liaisons or Subcommittee Review (all) – no report
- Winter/Spring planning – no report
- Liaison update and report – no report
- Next meeting date – 3/8/2021

New Business that could not be anticipated – None

Meeting Adjourned at 9:50am

Respectfully submitted,

David R. James

David R. James, Administrative Assistant



Town of Lancaster

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PUBLIC MEETING REMOTE PARTICIPATION GUIDELINES

Pursuant to Governor Baker's March 12, 2020 Order Suspending Certain Provisions of the Open Meeting Law, G.L. c.30A, §18, and the Governor's March 15, 2020 Order imposing strict limitations on the number of people that may gather in place, the various Boards and Committees representing the Town of Lancaster will conduct their public meetings and hearings via remote participation. No in-person attendance of members of the public will be permitted.

In Advance of Meetings:

- All non-emergency items are still required to be properly posted at least 48 hours in advance of the meeting. This is still done by contacting the Town Clerk's office.
- All members should receive the same documents for the meeting electronically.
- Supporting documents should be posted on the Town's website and be available for members of the public.

Essential Components for Remote Meetings:

- Access to participate for a quorum of committee members at the time of the meeting.
- Ability to take minutes which accurately reflect the meeting and the votes taken.
- Ability to record meeting for playback (this is not required under the order, but is preferred)
- Ability to allow for real-time public participation/comments (this is not required under the order, but is preferred)
- Meeting with public hearings must provide access for third party participation to all members of the committee.

Identifying the Proper Medium to Conduct Meetings:

While we are suspending use of the Nashaway Meeting Room and Conference Room in the Prescott Building, and the ability to live stream through Sterling-Lancaster Cable, there are alternatives for Boards and Committees to consider. Below are a few options available to Committee. There may be alternatives that members are more comfortable using which will be permitted so long as the essential components for all meetings are met through use of that medium.

- *Town of Lancaster ZOOM account with Webinar Functions* – this account was purchased by the Town Administrator's office for hosting meeting that requires public participation/third party access for participation. This method is currently the preferred method and should be used by Boards and Committees that have hearing and require third party participation through public comments of from applicants seeking permits. (includes but is not limited to: Board of Selectmen, Planning Board, Board of Appeals and Conservation Commission)

- At this time, the town only has one executive ZOOM account. If you wish to use the ZOOM account, you may need to schedule meetings at different times/days than your board typically meets to ensure no conflict with other meetings.

- *Standard/Free Zoom Accounts* – Anyone can access a free Zoom account with up to 100 participants for a maximum 40-minute meeting. This function will allow Board and Committees to record their meetings for future playback and the ability to share screens. Please note there are several systems available that offer similar abilities and any of them can be used for this purpose. (ex. Google Meet, Skype for Business, Microsoft Teams, etc.)

- *Local Cable Access* – Currently, the Town does not allow for local cable access broadcast through the Nashaway Meeting Room. However, to the extent possible, local cable will be used if it is accessible and safe for staff, committee members, and members of the public.

Use of ZOOM for Remote Access to Public Meetings

Zoom Video Communications, Inc. (ZOOM) can be used for remote conferencing services to allow for remote access for public meetings. Access numbers and web addresses will be provided as part of each meeting's agenda posted to the town calendar on the homepage of Lancaster's website, www.ci.lancaster.ma.us.

Meetings can be accessed from your personal computer, cellphone and/or telephone. It is anticipated that most Board and Committee meetings will continue to be broadcast by Sterling-Lancaster Cable through ZOOM's "Record" feature.

Protocols for Remote Public Meetings Using the Webinar Feature

- All participants entering the meeting via a personal computer ("computer participants") are required to rename themselves with their official first and last name.
- Computer participants are encouraged to click on the "Participants" feature in ZOOM to view all participants and to view/use the "Q&A" function to pose questions on the bottom on the screen.
- Computer participants may "Pin" to a particular video screen.
 - It is recommended to "Pin" to the staff member associated with the committee or in the case there is no staff member, to the Chairperson. This can be done by right clicking over the three (3) dots symbol in the top right corner of the staff/chair's video screen.
- The Chair or present support staff should adhere to the script provided as an attachment to this document for the purpose of properly recognizing members and providing information to the public. (This script is a draft/guide and should be tailored to your needs)
- The Chairperson will identify himself or herself.
- The Chairperson will conduct the roll call of the Board
- The Chairperson will call the meeting to order
- All participants (excluding the Board members) will be muted throughout the meeting and must use the Q&A function.
- All participants are required to include their name and address when using the chat feature to pose a question to through the Chairperson.
- All documents displayed throughout the meeting will be controlled by the present staff member or Chairperson.
 - Only computer participants will be able to view documents.
- If and when the Chairperson allows for public comments/questions, it will be conducted the following sequence:
 1. The Chairperson will read public comments/questions received in advance of the meeting followed by real-time Board and/or applicant response.
 2. The Chairperson will read real-time comments/questions typed by computer participants in the "Q&A" feature followed by real-time Board and/or applicant responses.
 - Computer participants must click on "Q&A" to enter their comment/question.
 - The staff or Chairperson will address the question live to the Board. It will be discussed then marked "answered" by the staff or the Chairperson.

3. The Chairperson will ask if any other participants accessing the meeting comments/questions.

- Board members needing to be recused at any point of during the course of a meeting will be placed in a virtual "Waiting Room" by the staff person of Chairperson.

Directions to access meeting will be posted on agendas for the public when available.