

**Senior Advisory Board Meeting
Minutes Thursday, July 1, 2021 | 9:30 AM**

**Normal Township Activity and Recreation Center
600 E Willow Normal, IL 61761**

**(Meeting was held in-person and virtually via Zoom for members and the
community.)**

Members Present: Uday Deoskar, Margaret Ann Hayden, Steven Kossman, Carol Plotkin, Leonard Ross, Faye Sanders, Deborah Shaw

Absent: Rich Farr and Barbara Singer

Township Officials: Supervisor Sarah Grammer, Trustee Floyd Aper, and Arlene Hosea

ARC Staff: Director of Operations Rick Lewis, Director of Programming Molly Camper, and Member Services Manager Elicssha Sanders

Public Present: Mary Wuhmann, Joe Ramholz, and Doretta Herr - FIA

Meeting called to order by Chair Kossman at 9:30am.

Approval of Minutes

Motion to approve meeting minutes for June 3, 2021 meeting made by Deborah Shaw and seconded by Carol Plotkin. Motion passed.

Report from Chair

Chair Kossman reported it was lovely to be back in the building after being away for 15 months meeting at a distance.

Member Updates & Committee Reports

Uday Deoskar, Health & Wellness - No report. Will be returning to the building to get a sense of the health needs.

Margaret Ann Hayden, Welcoming Committee – Staff hosted a New Member Orientation on June 25. Sammi has developed a PowerPoint presentation to be used. Additional dates for New Member Orientation are scheduled for August 31, October 26, and December 28 all at 2pm.

Carol Plotkin, Nominations Committee and Blood Drive Updates – The blood drive on June 14 collected 35 units. The next Blood Drive is scheduled at ARC for July 21 from 12 noon - 5pm.

Leonard Ross – Delivered July ARC newsletters to each of the major health care facilities. The plan is to deliver newsletters each month.

Faye Sanders – No report. Sarah thanked Faye for her work with the Memorial Day Recognition program.

Deb Shaw - No report. Sarah will share updates for when Peace Meal will return. The OSF nutritionist will be revising the menus to make the meals more nutritious for seniors.

Report from Township Supervisor Sarah Grammer

The new Normal Township website is live.

ARC Greenspace plans were distributed and reviewed. Farnsworth is helping prepare the plans or the bid process. Grass areas will be relatively flat for programming and native grasses will help with drainage. The patio area will hold up to 20 people for programming. One parking space will be taken off-line for an accessible entrance from the east door.

Margaret Ann Hayden asked for clarification on the Advisory Board member makeup.

ARC Staff Reports

Rick Lewis, Director of Operations Report - Report attached. Staff and Township trustees are scheduled for annual sexual harassment training July 7 and July 12. Planning CPR/AED training.

Molly Camper, Program Highlights -Report attached. No capacity limits for building or reservations needed to enter. Bolded items listed on report are new for the month. Great Books and ARCooustic Jam are returning to the building. Bonnie's Café coffee service is suspended until August 1. Saturday programming will include movie matinee and planning exercise classes.

Elicsha Sanders, Member Services - Report attached. Adding an additional van driver.

Steven asked Sarah to investigate the possibility of Township purchasing a decommissioned bus from Connect Transit.

Samantha Scott, Communications and Fundraising Update – Absent. Report attached. Rick added staff will be discussing the results from the survey administered to members and non-renewed members to consider for program planning.

New Business

- A. Discussion of ARC operations and reopening plans. Covered in reports by Supervisor Grammer and ARC staff. Members are excited about returning to ARC. Advisory committee members were asked to encourage their friends to come back.
- B. Planning for National Senior Center Month is beginning. ARC has used this month to promote ARC to the community and fundraise for the Living Memorial Fund. Plans will be made to host a Saturday Open House to showcase ARC to the community.

Suggested Topics for Next Meeting- None

Public Comment- Welcomed Joe Ramholz. Trustee Arlene Hosea attended New Member Orientation and commented new members are enthusiastic about turning 55 and joining ARC. Doretta Herr commented the utility bills with the solar array are impressive. Consider marketing the startup of Peace Meal.

Next Normal Township Board Meeting: July 15, 2021 at 8:15am

Next Advisory Board Meeting: August 5, 2021 at 9:30am

Motion to adjourn by Carol Plotkin and seconded by Margaret Ann Hayden. Meeting adjourned at 10:27am.

ARC Director of Operations Report
July 1, 2021

1. Today is the first day of the new hours to accommodate members who still work and wish to utilize ARC in the evenings. New hours include Monday-Thursday and Saturday. ARC will not open on Fridays. Hours are Monday and Wednesday 6:30am-7pm; Tuesday and Thursday 6:30am-4pm; and Saturday 8am-4pm. Sammi has been surveying the membership for paid and unpaid members asking for feedback on programming. Molly has been very accommodating in developing schedules that meet their interests and plans to schedule activities that encourage afternoon, evening and Saturday participation. Screening has ended and pre-registration for programs will end in July making it easier for members to come to ARC to socialize. No new guidance has been issued regarding mask wearing for people who have not been vaccinated. No beverage service or Peace Meal until August.
2. We are working to resume shuttle van service for members needing rides for July. We need to hire one additional driver and hope to develop a schedule that begins pick-up at 11am and begins return rides home starting at 3pm. Masks will be required when riding since riders are in an enclosed space. There are at least 12 members who have consistently used the van and ridership may increase because the van is accessible.
3. Two outdoor programs are scheduled for the summer. On July 22 we will host our first Outdoor Bingo in the east parking lot at 11am sponsored by Evergreen Senior Living. On July 29 at 6pm we are hosting an outdoor band concert in the east parking lot and green space sponsored by ARC member Jim Bertolett.
4. Criminal background checks have begun for the SHIP counselors to be in compliance with the IL Department on Aging for staff with access to sensitive senior information (i.e. Medicare membership numbers). Staff have been name checked in a nationwide database and will be fingerprinted and checked by IL State Police. The process has been going smooth now that all the administrative work was completed to begin sending counselors to the vendor for fingerprinting.
5. SHIP counselors have been hosting on-site counseling since early June and will begin walk-in appointments beginning this month. Walk-in appointments are 2nd Thursdays and 4th Mondays from 1pm-3pm in the SHIP office.
6. We hosted a trial run of the training for setting up and using an Echo Show device with two ARC members. ARC member George Wiman, an IT staff from ISU met with Bryan Hodgson and Marilyn Stark for personalized training to pilot his curriculum. They both received two devices to share with a family member. We learned and anticipate

participants will have diverse levels of comfort with technology and experience and a classroom training session would be difficult to manage. Plus, the devices respond to commands from any voice source and it would be impossible to assemble multiple devices in a classroom. George and I will have to train participants in one-on-one and two-on-one settings. Six of our fifteen participants have received training and devices already.

7. I have reached out to ISU's Center for Civic Engagement to recruit student volunteers to help with weeding in the areas surrounding ARC. No ARC members have come forward to volunteer to help. Our goal is to have the students pull the weeds from the plant beds and spread mulch.

Program Report July 2021

(No capacity limits for the month of July, still programming one activity per space to control crowded spaces. New additions in BOLD)

On-site program list

Modified Yoga
Fitness Center
Open stamping
TAI CHI
Walking Track
Line Dance
Scrabble
Beginners Qigong
Information and Assistance Outreach
Pickleball
Fun and Games
Gentle Yoga
Watercolor Classes
Live Well Bell Well Class
Grief Support Groups
Hand and Foot
Stamping Classes
Movies
Chair Zumba
Cardio Dance Class
Personal Training sessions
Flute and Harp Performance
Rules of the Road
Great Books

Outdoor Programming

ARC Foodie Group
ARC Enthusiastic Gardening Club
Concert
Drive-In Bingo

Hybrid Programming (offered on-site and over Zoom)

TAI CHI
Beginners Qigong
ARC Tech Club

Strat-O-Matic Baseball
Painter's Workshop
Knitting
Chess
Quilting and Sewing
Crochet
Internet TV
Yin and Yang Yoga
Billiards
Smartphone Classes (Android/iPhone)
ARC Foodies Group
Chair Yoga
Ping Pong
Ukulele lessons and slow jam
ARCoustic Jam
Walk-in SHIP Times
Crochet Classes
Pickleball Clinics
Zumba Gold
Fitness Equipment Orientations
ARC Tech Club
Parkinson's Support Group
Low and Slow

Digital Programming

Mindfulness Meditation
ARC Avid Reader's Book Club
Virtual Bingo
Yoga/PEPS prerecorded Zoom Class

Parkinson's Support Group

Two exciting outdoor events coming to ARC in July! Drive-In Bingo on Thursday, July 22nd at 11 AM. An outdoor concert featuring music by Captain Ron and food available for purchase from food truck Curbside Grillin' on Thursday, July 29th from 5:30 – 8 PM in ARC's East parking lot.

American Red Cross Blood Drive on Wednesday, July 21st from 12-5 PM in our Rec Room.

Bonnie's Café will be open to sit and socialize with friends, although coffee service is still unavailable.

All day workshops for stamping, painting, and quilting will be available in the classroom on Saturdays.

Afternoon movie matinees will be shown in the Auditorium on Saturdays at 1 PM.

July 2021 MSM Report (as of June 23, 2021)

June 2021 stats

- 211 Total Memberships processed in June (of those: 160 Paid, 49 Silver Sneakers, 1 Silver & Fit, and 1 Renew Active). Payment breakdown: 94 Credit Cards, 43 Checks, and 23 Cash). Of the 94 membership credit card transactions, 35 was done online. So far for the month, \$4800 in membership dues were received.
- Of the 211 membership transactions, 43 were New Members (of those: 42 Paid and 1 Silver Sneakers), 168 were renewals.

June Sunshine Program stats

- 239 Birthday calls were made by the MSR's

June Zoom stats

- A total of 218 participants joined a Zoom activity in June. Of those attendees, 45 were from the Insurance Based Incentive Programs (42 were Silver Sneakers, and 3 were Renew Active). We had some activities that were hybrid (activities that were both in-person and Zoom at the same time).

June Programming Revenue

- In June, we received \$1657 in Programming revenue. On June 23rd, the opening registration day for the July paid activities, there were 41 transactions bringing in \$1070.

****Remember, some members are counted multiple times within the month because they join multiple activities on Zoom****

These numbers would not have been attainable if it weren't for Jeanne, Delores, Delilah, Chris, and Ruby working hard keeping the members engaged! I thank them for ALL they do. And it would be extra special if the Advisory Board and Managers reach out to them and show their appreciation as well!

Prepared by,
Elicsha Sanders, MSM

Communications Coordinator Report July 2021

Fundraising

- **Brick by Brick:** No update
- **Bingo sponsors:** Bingo will return to the in-person programming schedule beginning in August. There are no plans to limit the number of people attending at that time. Will begin to reach out to sponsors for 2022 bingo in August as well.
- **Coffee Sponsors:** We plan to bring coffee service back in August and restart sponsorships in September 2021. Our September sponsor is Carle BroMenn Medical Center. We also have the Institute for Financial Education committed to sponsor January and May 2022. Continuing to reach out to potential sponsors to fill open months. If you have suggestions for potential sponsors, do share!
- **Build the ARC 2021:** \$5351.00 in General Support raised so far this year. \$985 in Build the ARC Green Space so far this year. Donations have seemed to level off lately. We are planning to share information over the summer and in September for our Build the ARC Campaign push in September through the end of the year.
- **Dine & Donate:** Last Dine & Donate took place yesterday at Portillo's. Will provide an update on the amount raised at the August meeting.
- **Giving Tree:** No update.

Constant Contact as of 6/23/2021

- 4207 member emails in list. Up 29 from last report.
- 4819 active contacts across all lists (includes non-members). Up 34 from last report. 1552 members receiving weekly email as of 6/23. Down 79 from last report. Will be evaluating just who to send these weekly emails with digital programming to as we continue to adjust procedures as ARC reopens.
- 898 have unsubscribed from a combination of lists. Up 10 from previous report.
- Our email open rate over the last 30 days has decreased 2% to 46%.
- Programming survey sent to current members and past-due members – update: current member survey had 306 submits; past-due member survey had 179 submits. About 85% of respondents in the current member survey and 77% of respondents in the past due survey were between the ages of 60 and 79. Over 70% of respondents were female. Programs most looking forward to returning in both surveys – general socialization, exercise classes, fitness center, walking track, movies, café, trips and tours, educational presentations. Tuesdays, Wednesdays & Thursdays are the days most likely to attend. 22% (40 respondents) in past-due email and 20% (63 respondents) in current member email say they would attend on Saturdays. Over 75% of respondents say they would attend 2+ days/week. About 50% of respondents say pre-registration requirements would not keep them from attending. 54% of past-due survey

respondents say mask requirements would keep them from attending, while only 23% of current members say mask requirements would keep them from attending. About 49% of current members say they are unlikely or very unlikely to attend programming after 4 PM. 26% are neutral. For past-due members, about 49% say they are unlikely or very unlikely to attend programming after 4 PM. 15% are neutral. Over 70% of respondents in both surveys unlikely or very unlikely to attend programming before 8 AM. 32% of past-due survey respondents would be likely or very likely to attend programming on Saturdays; 26% of current member respondents would be likely or very likely to attend on Saturdays. About 1/3 of respondents in both surveys were neutral on Saturdays. 8 AM to 12 PM was reported to be a more popular time for Saturday programming than 12 PM to 4 PM for current members; interest in morning and afternoon hours more evenly split for past-due members at 34% and 30%, respectively. Over 90% of respondents not interested in programming before 6:30 AM.

Facebook as of 6/23/2021

- 1762 followers, up 22 from last report
- 1627 likes, up 21 from last report
- Between May 26th & June 22nd, page reach was 9,344 people with 2,560 post engagements.

A Brief History of Normal Township's Senior Center & Senior Citizen's Advisory Committee

The Normal Township Senior Citizen's Advisory Committee was created by the Normal Township Board on February 10, 1993 as a five-member committee to advise the Board of Trustees on the expenditure and use of the Senior Citizen Tax Funds. The initial five members were appointed by Board of Trustees at the April 14, 1993, and the Committee met for the first time on May 20, 1993.

Full appointments are for three-year terms, and a third of the committee must be at least 55 years of age or older, as per state code. Changes to the committee are made by vote of the Normal Township Board of Trustees. The committee presents information to the Normal Township Board of Trustees, and any recommended action is subject to approval by the township board.

On March 16, 2017, the Normal Township board expanded the committee to nine members with two seats to be filled by City of Bloomington residents due to the City of Bloomington Township's commitment to helping fund ARC through an annual grant.

On June 17, 2021, the Normal Township board adopted the name "Normal Township Senior Advisory Board" for the committee.

Information on the Normal Township levy:

On November 4, 1986, voters in Normal Township approved a Special Tax Levy for Senior Citizens Services. Those tax funds were used to supply annual grants to the YWCA to operate a senior center at the Newman Center in Normal, to support the local Peace Meal program, and to enable PATH to provide a senior help line. Due to space and funding constraints by other agencies, Normal Township became the host for the Peace Meal congregate site and the senior programs at Normal Township Hall on Monday, October 5, 1992.

Advisory Board Mission Statement and Board Guidelines

(Updated by vote of the Normal Township Board on June 17, 2021)

Advisory Board Mission Statement

The Advisory Board serves as an advocate for the needs of area senior citizens and supports the operation of the Activity & Recreation Center (ARC). The Board assists the ARC staff with identifying programming to help seniors with physical, educational, mental, emotional, and social interests. The Board advocates for ARC as a safe place for all and being a great neighbor to our community.

Advisory Board Responsibilities

Advisory Board Members are volunteers who provide different skills, ideas, and life experiences that help keep ARC connected to the Senior Community.

The Board Members responsibilities include:

- Bring information and or recommendations on matters of significance identified by the Township Supervisor, Township Trustees, ARC management staff, Advisory Board Members and/or Member of ARC.
- Identify local resources and provide feedback to ARC Management staff.
- Provide feedback to the ARC staff and to the Normal Township Board on policies and procedures and with identifying, reviewing, and developing new activities.

Advisory Board Members and Officers

Members:

The Activity and Recreation Center (ARC) Advisory Board shall be made up of nine (9) voting members who are appointed by the Normal Township Board. No more than one (1) of the nine (9) can reside in a McLean County Township outside of Normal Township or City of Bloomington Township. While membership of the board is not restricted to residents of Normal Township or City of Bloomington Township, no more than one board member may be from a neighboring township.

Advisory Board members must be ARC members. The Township seeks Advisory Board members who reflect the diversity of the senior community and will in no way discriminate based on race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age, disability or genetic information.

There will be four (4) ex-officio members: Normal Township Supervisor, City of Bloomington Township Supervisor, ARC Operations Director or a designated representative, and an appointed secretary. The ex-officio members may make presentations, participate in discussions, and make resolutions, but not vote on Advisory Board issues. All voted and passed issues shall be passed on to the Township Board.

Appointed terms of the voting members of the Advisory Board shall be three (3) years and limited to (2) consecutive terms. Terms shall commence on April 1st of the year appointed. The board members shall have staggered terms.

Member Vacancies:

Any vacancies on the Advisory Board shall be filled by the Normal Township Board. Individuals filling an unexpired term for a voting member will be appointed to complete the time remaining

on the term of the individual they replaced. If the unexpired term is less than 18 months, the said appointee may serve up to two additional three-year terms on the Advisory Board.

When Advisory Board vacancies occur, Normal Township will post the vacancies in a public area.

When multiple people express interest in the same open seat, the Township Supervisor may set up a committee to review candidates and make a recommendation to the Township Board ahead of appointment.

Those Advisory Board members currently on the board who want to be reappointed for a second 3-year term must also notify the Township Supervisor.

Officers:

Election of Chairperson/Vice Chairperson:

The Advisory Board shall elect a Chairperson who will preside over the meetings of the Advisory Board and conduct the meetings under Robert's Rules of order. The Chairperson shall hold that position for one (1) year with a limit of two (2) consecutive terms. The Advisory Board shall elect a Vice - Chairperson who will act as the Chairperson in the absence of the Chairperson. The Vice -Chairperson shall hold that position for one (1) year with a limit of two (2) consecutive terms.

Officers may be nominated by members at the March meeting. The Chairperson may also create a Nomination Committee in February to bring recommendations for Chairperson and Vice -Chairperson to the March meeting.

The Chairperson or Designated Representative (Vice Chairperson or as designated by the Chairperson) shall:

- present Advisory Board recommendations and actions to the Normal Township Board
- establish, publish, and post an agenda in public areas for the Advisory Board meetings in consultation with the ARC Operations Director and the Township Supervisor in accordance with the Open Meeting Acts
- appoint members to such Standing Committees and Sub-Committees to fulfil the mission of the Advisory Committee

Minutes

Minutes of the Advisory Board shall be taken by the Secretary who is appointed by the Chairperson. Once approved the Secretary will have the minutes posted in the ARC library (in the notebook) and on the ARC website (under "About Us" menu).

Meetings

Advisory Board shall meet on the first Thursday of each month at 9:30 am. Additional meetings may be called when necessary.

All meetings of the Advisory Board, including Standing Committees and Subcommittee meetings, shall be open to the public and follow the procedures as outlined by Normal Township and the Open Meetings Act.

Standing Assignments:

Below is a list of Standing Assignments for the ARC Advisory Committee members:

- Art at ARC
- Fundraising
- Health & Wellness
- Nominations
- Sunshine
- Veterans' Event Planning
- New-Member Welcoming