

DIRECTOR'S REPORT

Heather M. Munroe, Director of Senior Services

Prepared for: February 25, 2021

ADMINISTRATION/CUSTOMER SERVICE

AARP

Each year we provide AARP Tax Prep appointments at no cost to patrons. We had six appointments and three AARP Tax Preparers this week. We have some hiccups on scheduling to work out as we move forward. We currently have no available appointments and encourage patrons to try back later, and/or check out other COA's for openings. Some COA's are not offering this program at all this year.

New Members

In the month of January, we had 14 new patrons sign up, six of whom were Wellesley Residents. 50% of those who signed up were over 70 years of age.

Phone Service

We saw a surge in the volume of our daily calls from patrons when the vaccination registration window opened for 75+, and a second surge with the opening of 65+. Early days we estimated over 200 calls a day. Our team continues to answer as many calls as possible and work with residents to answer their questions and connect them with the services that they need.

Zoom Links

The Admin team split the responsibility with the Activities team in January, and has taken over sending links to all fitness classes. The Admin team, once whole, will begin to take on more of the zoom link responsibilities.

COVID-19 UPDATES

COVID Vaccination Assistance

Starting the last Wednesday of January, continuing to current day, we have experienced a huge volume (over 200 per day a few days) of calls related to assistance and information regarding the Vaccination for our over 75 and now, over 65, population.

Working quickly, we collaborated with the Health Department and started doing daily meetings to share information and bring together our in-office staff to provide calm voices on our end of the phone lines and volunteers virtually to connect with seniors and help them find an appointment.

Greg and Sally worked to connect volunteers with applications, cori's, and trainings. Andria and Ros worked tirelessly to answer the phones and make sure that each person who called got a calm person on the other end to offer assistance. To date, February 23, 327 households have been connected with/found on their own, appointments; 65 additional households are working with volunteers to locate appointments.

For those who have had appointments scheduled, our volunteers have been working to reach out to residents to see how they have been doing after their shot(s). 56 of the households, who have been followed up with have all reported that they are doing good/great after their first vaccination. We will continue to monitor and follow through with residents past their second vaccinations, as long as we have interested volunteers to assist.

Hot Meal Delivery

Since last meeting, we have provided a total of 114 meals in January. We continue to average 28/29 meals a week, with a few recipients being added and a few coming off of the list. January's starting balance of approximately \$11k.

We will begin internal discussions this month of whether we have a way and means to expand this program, to residents who are interested in paying for the program.

Staffing Adjustments back to 40%

With the change of the Governor's Orders, effective Monday February 8th at 5:00 AM, we are back to 40% Occupancy. We have revised our COVID 19 plans again to account for the change for our office use and the bus use.

For the Office, the Departmental Assistant is back to using the general space, the three offices in the building are being used and we are beginning to use the conference room upstairs on a regular basis, bringing us at times to five staff members in the building. Beginning in March, all staff will have at least one day in the office. Our bus is back to four people per trip.

See Attachment 1– COVID19 Phase III – Revised February 8 2021 Plan.

FINANCES

Capital Update

We are currently working with IT and Finance to procure many of our capital items under our printing capital for this fiscal year. At this time, we have now received and completed setup on our new printers, scanners, and surface pros. We are still awaiting our order of IPADs for patron use.

EOEA Contract

We have received this contract back from Meghan Jop, executed, and have mailed it to the State for filing.

FY21 Budget Update

There have been no major updates since last month, we continue to be on track and under budget. We are due for a detailed update, we will target the March meeting for this update.

FY21 Gifts

We have received only non-monetary donations since our last meeting:

Ann Raider	Cards/calendars	Donates cards and calendars to use for staff and patrons
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FY21 Program & Activities Budget

There have not been significant additions to the Program & Activities checkbook beyond the end of March. Once those additions are added, we will update for next month.

FY21 Sponsorship

Our updated list of sponsorships is below:

Sponsor Name	Program/Activity Sponsored	Date of Pr	Estimated/Actual Value	Ratior
Evans Park at Newton Corner	Barry Pell - Galapagos Travel Photo	7/23/2020	\$225	Actual
Bayada Home Health	Short Skirts - Anne Barret Lecture	9/24/2020	\$200	Actual
Bayada Home Health	Frank King Musical Lecture	10/28/2020	\$150	Actual
Evans Park at Newton Corner	Barry Pell - Antartica	11/13/2020	\$225	Actual
Evans Park at Newton Corner	Barry Pell - Morocco	12/17/2020	\$225	Actual
Dolphin Research Center	Dolphins Live & Interactive	1/14/2020		
Bayada Home Health	Frank King Musical Lecture	1/28/2021	\$150	Actual
Newton Wellesley Center for Alzheimer's Care	Rounders to Baseball	3/30/2021	\$200	Actual
Wingate Chestnut Hill	Mindfulness with Neil	3/9/2021	Co-Sponsor with Needham	Actual
Wingate Chestnut Hill	Mindfulness with Neil	4/13/2021	Co-Sponsor with Needham	

OPERATIONS

Fitness Center

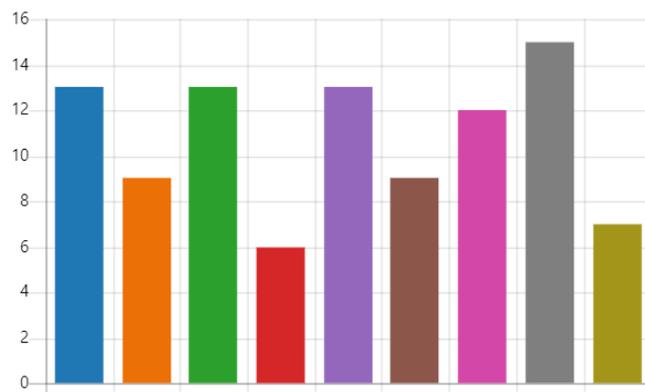
The Fitness Center has been operating and we have 30 weekly appointments scheduled and are able to accommodate 38 patrons at this time. Cleaning has been going well and all have been enjoying the Fitness Center. We have been able to receive a high return of surveys sent to those who use of fitness center. We are working with residents this week on the schedule for March/April.

The results of the survey from our participants who use the fitness center are attached. We will begin analyzing them over the next few weeks and see if we can prepare a proposal for additional equipment based on requests.

6. Which equipment do you use in the Fitness Center?

[More Details](#)

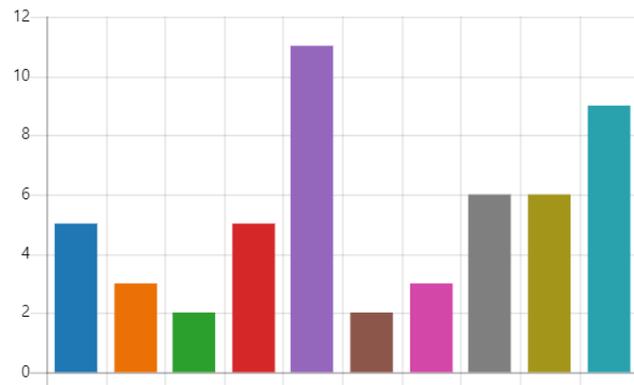
● Elliptical	13
● Floor Space	9
● Free Weights	13
● Mat Use	6
● Recumbent Exercise Bike	13
● Sci Fit	9
● Stationary Exercise Bike	12
● Treadmill	15
● Weight Bench	7



are able to obtain additional equipment/machines, etc., which equipment would you like consider/see a need for?

[More Details](#)

● Elliptical	5
● Exercise bikes	3
● Free Weights	2
● Recumbent Exercise Bike	5
● Rowing Machine	11
● Sci Fit	2
● Stationary Exercise Bike	3
● Treadmill	6
● Tubing, Resistance Bands	6
● Other	9



See Attachment 2– Fitness Center Survey Results

Legal Clinic

Beginning the week of March 4th, we will be offering free 30 minute legal phone consultations with Stephanie Ozahowski from MetroWest Legal Services. MetroWest Legal Services provides free legal aid to seniors on housing, public benefits and social security matters; durable power of attorney, health care proxy and simple probate matters; Medicaid, nursing home issues, limited domestic relations; consumer and bankruptcy. For more information or legal help, contact MetroWest Legal Services at (508) 620-1830.

In Person Attendance, one-on-one programs

As we are not sure what is next around the corner for us with regards to COVID, we will continue to plan to hold AARP Tax Prep appointments in person starting mid-February, but will stay tuned to any changes that may be our way. If all goes well, we hope to transition IT help and possible IPAD access within the building come March/April.

PERSONNEL

Departmental Assistant Position

We have been out to hire for this position three times. We now have Susan DiBenedetto who was interviewed and hired, and begins on the 24th of February. She will start by working afternoons on Wednesday, and full days on Thursdays and Fridays.

During the last few weeks, our current Departmental Assistant, Roslyn Comenitz, notified us that she would be leaving in March. She has been excellent with our seniors and will be missed, we wish her the best.

That brings us back to having a departmental assistant opening. In the last round of interviews, we had changed our process to ask written questions before, we interviewed (Greg, myself, Robin, and Susan). We interviewed everyone who provided satisfactory responses. We have a last person to interview and we have started discussions about looking to have a temporary employee assist us while we continue looking.

Training

Starting in March, Greg will begin his management training as part of the Senior Leadership & Development Program through the Mass Municipal Human Resource Association on Fridays.

PROGRAMMING

Newsletter

Newsletters made it out to residents earlier than we expected. Copies are now available outside of the TPC in mounted brochure holders for pick-up 24/7.

Program Feedback

Starting with the exercise programs at the end of February, the Activities team was able to put together a feedback survey reviewing each exercise program. We used a Microsoft web-based application, Forms. This is a free program that we all have access to and once data is collected, it can easily be exported to excel for analysis. We look forward to continuing to get feedback on exercise classes mid-session and session-end, and to get feedback from programs.

See Attachment 3– Exercise Class Survey Results

SOCIAL WORK/OUTREACH

Financial Assistance

Winter requests for financial support towards utilities and heating expenses such as oil, gas and electric bills are increasing as people remain inside their homes longer due to the pandemic. This part of the new year also brings in requests for many of the residents who seek support annually, if not for heat, then typically for dental work and automotive or insurance bills.

Utilizing Simons funds to pay moving expenses so a resident could (quickly) accept a rare spot in subsidized housing that she had been waiting for years, allowed an 86-year-old senior to fully retire as she couldn't afford her (former market rate) apartment without a part-time job. The effort to get seniors computers and technology continues; one caveat that took extended time was getting homes set-up with internet service, Wi-Fi routers and ensuring all appropriate hardware was in place before computers could be utilized.

Themes

There have been increasing accounts of younger seniors, most under age 70, involved with chronic alcoholism, reports of public nuisance, mental health issues, dementia, wandering and financial scams requiring police intervention. Working closely with Kate O'Donnell, Law

Enforcement Consultant from Wellesley PD, we were able to discuss case details and assess risk of seniors in real time situations.

Healthy Aging Programming

The first session of the Aging in Place series had 27 participants register and 23 attend on February 3rd. The next two sessions will discuss more specific home safety measures and will take place on March 10th and April 7th, also at 7:00pm. Six participants attended Kate's Caregiver Support Zoom earlier in the month and one member reported that it felt "like a great big hug," knowing she is not alone in her journey.

TRANSPORTATION

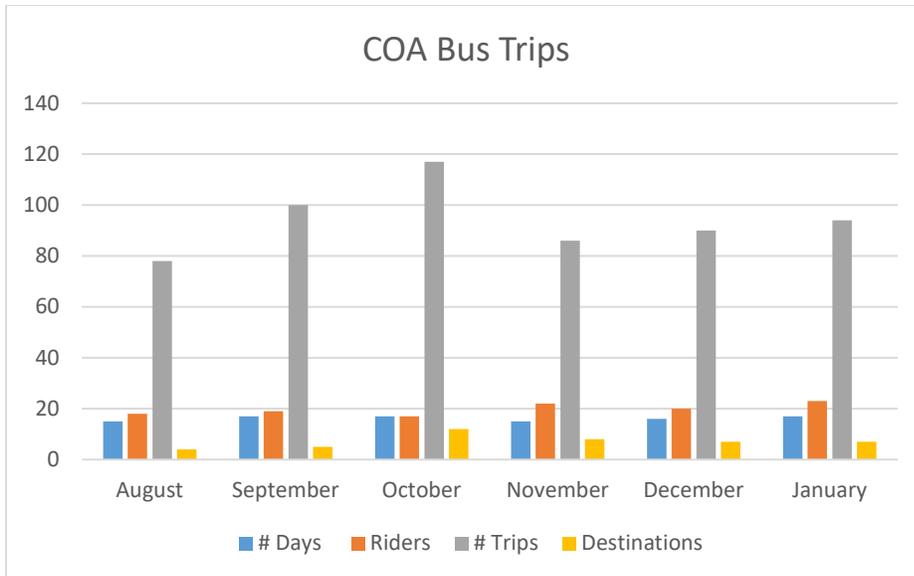
In January, Greg took over responsibilities for our transportation program. He was trained at MWRTA on operating the bus and first aid/AED/CPR. Greg will do some drive along with our drivers over the next few months and will be our emergency backup bus driver in the event a situation arises.

In February, the team recognized an issue with being able to get our food pantry goods to the Food Pantry during their limited hours of operations on Tuesdays. Compounding the issue was coordination of riders, a low maximum of four per ride, and our hours of operation. Collaborating with MWRTA, the Food Pantry, Sally (Volunteer Coordinator), Michelle (Volunteer Chinese Translator), and the patrons, Greg was able to establish an arrangement whereby our bus driver was able to maximize the use of bus and pickup and deliver food pantry goods to our patrons.

The colder weather in January brought battery issues on the bus. Working with MWRTA, we had to have assistance a few times after the bus sat over a weekend and wouldn't start in the morning. MWRTA is working to replace the battery, unsure of the cost at this time, but we will expend from our vehicle maintenance line.

This month unfortunately, was not without incident. On an evening of hot meal deliveries, the bus driver took a corner too tightly and hit the back of the wheel hub against a snow bank. MWRTA, the Director, and the COA Chair were notified immediately. Our insurance carrier was contacted and Bruce, from the MWRTA, worked with us to get a loaner bus and sent our bus for repair work at a local shop. The cost of the repairs are estimated to be just over \$1,000. We will know the exact cost once the work is complete. We will be covering the \$1,000 deductible out of our vehicle maintenance line.

We saw an increase in the number of operational days, ridership and trips over the last two months. Destinations continued to be the same as the prior month. In February, with vaccinations being at the forefront, we began to open up our locations to include some of the nearby vaccination sites in the neighboring town, only to be met with those locations no longer getting vaccinations. We will continue to monitor and modify.



<u>Destination</u>	<u>Address</u>
Roche Brothers	184 Linden St
NWH	2014 Washington St, Newton
Food Pantry	207 Washington St
Beth Israel Deacons Healthcare	372 Washington St
Whole Foods	442 Washington st
Dr Offices	65 Walnut St
	310 Chestnut St, Needham

UPDATES FROM THE LAST MEETING

Home Visit Policy

We are still working on this and hope to have it completed it by the January meeting.

EOEA Annual Report

We are still working on this and hope to have it completed it by the January meeting.

Veteran’s Outreach

In a virtual meeting with the Veteran’s Service Officer, Nancy, we discussed sending out a joint packet from the COA/Veteran’s services to all of the veteran’s in town over the age of 60 to make sure that they are aware of the services that we offer. Nancy’s numbers indicate that there are over 530 veteran’s in Wellesley that are over the age of 60. We will be putting the materials together and getting them to Nancy for mailing by the Veteran’s office.

VOLUNTEER

Phone Pal Program

The Phone Pal Program is now in its 5th month and all is going really well. The program remains constant with 28 seniors matched with volunteers. At the volunteer check in meeting held on February 3rd, the 13 volunteers in attendance unanimously reported enjoying their conversations and are forming nice relationships. The monthly check ins will continue as people are finding them a useful way to share information and learn from each other's experiences.

Vaccination Volunteer Assistance Program

Our newest initiative, the COVID-19 Vaccination Volunteer program, was formed at the end of January in to assist seniors eligible for the vaccine in booking their appointments online. With widespread interest from the community, we have trained at least 71 people on how to navigate the online registration system, and we have matched 32 volunteers with seniors requiring assistance. In total, we have heard from at least 315 callers (couples are counted once) who have asked to be placed on a list to be connected with a volunteer. Since then, our volunteers have helped 167 seniors and couples obtain vaccine appointments, and 131 seniors were able to obtain an appointment on their own after initially speaking with the COA. Our volunteers are reaching out to folks who still need an appointment and are following up with seniors who have already received their first shot. The goal is for the volunteers to continue to check in with each senior on our list until they have received and recovered from both rounds of the vaccine. We anticipate a similar strategy moving forward when the next phase rolls out.

Town of Wellesley COVID-19 Control Plan

Building: Tolles Parsons Center

Phase: 3 (Updated February 8, 2021)



Prior to any staff currently working remotely returning to the building, the Department Head must attest that the following guidelines have been reviewed with all staff members entering the building. The Department Head must also attest that all staff members have reviewed and understand information on COVID-19 Symptoms and Prevention Strategies on the Town's COVID-19 Information Hub at <https://coronavirus-wellesleyma.hub.arcgis.com/#Symptoms>

During Phase 3, access to Tolles Parsons Center will be by appointment only and only for specific programs. We will continue with opening our fitness center by appointment only to one household at a time.

Social Distancing

- Due to the requirements for Office Space at 40%, Tolles Parsons Center Administrative Office's will operate with one employee in the general open office space (wearing a mask at all times), two employees in closed door offices in the main office area, with the ability to have three employees on the second floor rooms, and one custodial staff member.
- All employees not in their closed door office will be required to wear masks at all times.
- Employees will be scheduled to work solo in the general area and in closed rooms when on site.
- Employees shall keep their office/room doors closed at all time and may remove their masks while in their office alone.
- Available work spaces include: one general office space area (separated by plexi glass barriers, three (3) enclosed offices, an (1) enclosed conference room, and an (1) enclosed activities room.
- Employees will work to minimize all in person contact with other employees by remaining in their office. If they need something from another location, they will work to ensure that they are the only person in that area.
- Employees will limit all possible exposure time to patrons. Any in person interaction, such as brief orientation with the fitness center will be completed in less than 10 minutes and will a mask and gloves on.
- The elevator shall be limited to use by 1 household at a time.
- Gatherings must be limited to 10 people per 1,000ft space indoors, with a max of 25 people, unless otherwise authorized by a State Order. All Board meetings will continue to be held virtually. Occasional staff meetings will be held in person, spaced out in the multipurpose room and will contain no more than 10 people.
- Confined spaces (restrooms) must be used by only one person at a time. The 1st floor bathrooms are reserved for use by staff only and the 2nd floor bathroom will be open as appropriate for additional staff use. When the fitness center is in use, the bathroom

inside the fitness will be available to patrons only. When other areas on the second floor are in use, the bathrooms will be open to those patrons. When the Multipurpose Room is being use for any purpose, the handicap accessible bathroom will be available for use.

- All break areas and the kitchen will remain closed.

Hygiene Protocols

- Frequent handwashing is encouraged.
- Hand sanitizer wall mounts are provided in common areas and additional individual hand sanitizer is available in all office spaces.
- Staff should avoid use of shared office materials or equipment (telephones, copy machines, fax machines, water coolers, etc.) or disinfect between use.
- Visible signage is posted throughout the building to remind staff of hygiene and safety protocols.

Staffing & Operations

- Doors to the building will continue to be locked to those who do not have an appointment at the fitness center. Those working in the office will continue to have limited access to Tolles Parsons Center to specific work hours (8am-4pm) to allow for adequate cleaning in the afternoons.
- All patrons who entered the building will be screened upon entrance, logged that they entered and required to check out. They will enter through the door opposite Main Street. They will have restricted building access to the area(s) and for the purpose in which they are visiting. Separate protocols will be drafted for each type of program.
- All employees will enter the building through the front door and may exit by the front door or the side door. Employees will sign-in and sign-out with times and initials in the log in the front lobby.
- All employees will attest to the COVID-19 Checklist for the Town of Wellesley.
- All deliveries will be made at the side entrance (opposite Washington St). Delivery persons shall not enter the building unless absolutely necessary, and if so, any person entering the building will sign-in/sign-out on the building log-in the lobby and attest to the COVID-19 Checklist for the Town of Wellesley.
- Staff should continue to work remotely unless physical presence in the building is required to perform basic job functions.
 - If full-time remote work is not possible, staggered work schedules and/or shifts for staff should be used to minimize contact across workers.
 - Department Heads are responsible for work assignments and maintenance of the 35-hour staff work week.
- Face coverings are mandatory in common areas at all times, hallways, and whenever social distancing of 6 feet is not possible.

- Acceptable face coverings include a mask, bandana, scarf, or other cloth material to cover your face and nose. Use of homemade face coverings is encouraged. Additional information on face coverings, including instructions for how to make your own cloth mask is available from the CDC at <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>.
- Masks are not required when working in an isolated office with a closed door.
- A limited supply of disposable 3-ply masks will be made available to all staff.
- If you have a medical condition that precludes you from wearing a face covering, please discuss this matter with your department head or Human Resources.
- Workers shall stay home if feeling ill and are strongly encouraged to self-identify symptoms or close contact to a known or suspected COVID-19 case to their Department Head.
- Workers who are particularly vulnerable to COVID-19 according to the CDC (e.g. age or underlying conditions) are encouraged to stay home or arrange an alternate work assignment.
- Should an employee become sick or exposed to COVID-19. The attached CDC guidelines must be followed prior to the return to work. The Health Department in your community and the Wellesley Health Department must be notified immediately. Staff will be notified as soon as possible if this guidance changes.
 - <https://www.mma.org/wp-content/uploads/2020/05/DPH-Updated-Non-Healthcare-Workers-Return-to-Work-Guidance-May-7.pdf>
- Massachusetts's Travel Order is in effect. If a Worker will be traveling out-of-state please consult with the most up-to-date travel order as you may be required to quarantine 14 days or provide a negative test result before returning to work. Please check the CDC and State guidelines for the most up-to-date requirements, as they have periodically changed.

Cleaning & Disinfecting

- Facilities Management Department staff will continue daily cleaning and sanitation of all high-touch areas. Sanitizing spray or disinfecting wipes will be provided for staff to clean their own workspaces.
- In the event of a positive case, the building will be closed immediately for a deep cleaning and disinfecting of the workplace in accordance with CDC guidance.
- Staff are encouraged to retain a “clean desk” at the end of each day and put paper away. Should an emergency cleaning be required, this will decrease the risk of any materials being impacted or damaged.

Fitness Center Feedback

Using stars, please indicate your satisfaction level with the COA's Fitness Center?	Do you find a 45 minute exercise appointment is:	Would you be interested in having two time-slots a week, if it meant having to cut the time down to 30 minute sessions?	As we move forward, would you be willing to share the space with another patron/household?	If you are willing to share the space with another patron/household, would you still be willing to use the fitness center if you had to wear a face mask the entire time?	Which equipment do you use in the Fitness Center?	If we were able to obtain additional equipment/machines, etc., which equipment would you like us to consider/see a need for?	Anything you would like to add or suggest?
5	Just Right	No	No		Elliptical;Treadmill;Sci Fit;	Elliptical ;Treadmill;	
5	Too Short	Yes	No		Elliptical;Recumbent Exercise Bike;Sci Fit;Stationary Exercise Bike ;	Rowing Machine;	
5	Too Short	No	No		Floor Space;Free Weights;Treadmill;Weight Bench;	scale;Rowing Machine;	
5	Just Right	No	No		Elliptical;Free Weights;Recumbent Exercise Bike;Treadmill;Weight Bench;Stationary Exercise Bike ;Mat Use;	Rowing Machine;Tubing, Resistance Bands;	You guys are doing a wonderful job and we greatly appreciate it. Many thanks.
5	Just Right	Yes	Yes	No	Elliptical;Recumbent Exercise Bike;Stationary Exercise Bike ;	Rowing Machine;Anything for upper body but rowing is the best!;	
5	Too Short	Not Sure	No		Floor Space;Mat Use;Stationary Exercise Bike ;Recumbent Exercise Bike;Sci Fit;	Exercise bikes;Stationary Exercise Bike;	
5	Just Right	Yes	No		Stationary Exercise Bike ;	Rowing Machine;	My time slot is on Monday. If there are any cancellations during a week with a Monday holiday I'd like an option to fill that slot, to try to avoid going 2 weeks without access.
5	Just Right	Not Sure	No		Elliptical;Free Weights;Recumbent Exercise Bike;Stationary Exercise Bike ;Treadmill;Weight Bench;Floor Space;	Tubing, Resistance Bands;Free Weights;Need time to think, but yoga mats, rollers, balls, etc. another Treadmill if many people were in the room or another elliptical, never seen a rowing machine;	I have not gotten my full 45 minutes until now because I was told to come at my appointed time but then had to spend some time answering questions and taking off shoes, etc. So at times I only had 35 min. And some machines are not obvious how to start them. Now I will come earlier since I can come in and be upstairs for a full 45 min. Please put another clock in the room. I have to keep turning around to see the time. Also, a real hanger for the coat would not hurt! I brought my own last time. Thank you. I love my time there.
5	Too Short	No	No		Elliptical;Free Weights;Recumbent Exercise Bike;	Elliptical ;	Fan for when we finally get warm weather
5	Just Right	No	No		Sci Fit;Treadmill;		thank you for making this available so safely

Fitness Center Feedback

5	Just Right	Yes	Yes	Yes	Elliptical;Recumbent Exercise Bike;Sci Fit;Stationary Exercise Bike ;Treadmill;	Treadmill;Recumbent Exercise Bike;Stationary Exercise Bike;	Thanks for the survey!
5	Too Short	No	No		Recumbent Exercise Bike;Elliptical;	Elliptical ;	
5	Just Right	No	No		Floor Space;Free Weights;	Rowing Machine;Tubing, Resistance Bands;as long as you do not diminish the floor space;	We really like to have floor space to do floor exercises that do not require a machine. You could have an online cancellation site where patrons can check if a slot opens at their desired time/date. Or do it with a list of cancellations by phone and a list of people interested in a time slot.
5	Just Right	Yes	No		Elliptical;Treadmill;		Extended evening and Saturday hours. We love the program. Is there any help we could provide? Mike and Ellen Hallor
5	Just Right	No	No		Treadmill;Stationary Exercise Bike ;Weight Bench;		
5	Too Short	No	No		Elliptical;Stationary Exercise Bike ;Recumbent Exercise Bike;Treadmill;	Elliptical ;Exercise bikes;Recumbent Exercise Bike;Rowing Machine;Stationary Exercise Bike;Treadmill;	
5	Just Right	No	No		Elliptical;Free Weights;Mat Use;Stationary Exercise Bike ;Floor Space;Weight Bench;	Bozu;	
5	Too Short	No	No		Mat Use;Free Weights;Floor Space;Elliptical;Treadmill;Sci Fit;	Tubing, Resistance Bands;Free Weights;Sci Fit;Treadmill;	accessing recordings of the cardio sculpt class or the pilates class that we could somehow pull up on a monitor? don't know how we would do this and I guess you would need blue tooth if others were in the room, but just a thought. Or can we be permitted to tape a Zoom class or two so that we can pull it up on a phone? Also, I am not 100% sure of the names of the equipment but if the SciFit is the one next to the treadmill, yes!! I love it.I Also I actually would be willing to share my spot with another couple or senior but only after everyone is vaccinated. And I do think that there would need to be

Fitness Center Feedback

5	Just Right	Yes	No		Free Weights;Treadmill;Weight Bench;Sci Fit;	Bikes easier to reach pedals- they are hard to use;Rowing Machine;	The current bikes have poor pedal reach -pedal situation is unpleasant. Not as comfortable as pedaling a regular bike. Call and I will explain
5	Just Right	Yes	Yes	Yes	Sci Fit;	Sci Fit;Treadmill;	SciFit- is that the recumbent stepper? That's what I use.
4	Too Short	Not Sure	No		Floor Space;Free Weights;Treadmill;	Rowing Machine;Elliptical ;A large floor fan to be used in the summer.;	I really would like a rowing machine. Once we have our 2nd vaccination I wouldn't mind one other person using the fitness center with us.
4	Too Short	No	No		Free Weights;Mat Use;Recumbent Exercise Bike;Stationary Exercise Bike ;Treadmill;	Rowing Machine;Tubing, Resistance Bands;Leg press, other leg exercisers;	Just wish we could have more time, but it is great to have something.
4	Too Short	No	No		Floor Space;Free Weights;Recumbent Exercise Bike;Stationary Exercise Bike ;	Recumbent Exercise Bike;	2 times a week for 45 minutes. Thx
4	Too Short	Yes	Yes	No	Floor Space;Free Weights;Mat Use;Recumbent Exercise Bike;Sci Fit;	Tubing, Resistance Bands;Recumbent Exercise Bike;	Extend available time slots by offering Saturday AM and possibly 1 evening
4	Too Short	Yes	No		Treadmill;Elliptical;	Rowing Machine;Recumbent Exercise Bike;	
3	Just Right	Yes	Yes	No	Free Weights;Treadmill;Weight Bench;Recumbent Exercise Bike;	Strength weight training - shoulders/arms (Natick has them);Exercise bikes;Treadmill;	Make the room an entire exercise room with more machines! Too small Take the dance floor space. Plus add a TV. Reorganize the room, so most machines face the TV. Natick COA is a good example. (pls check it out)

Exercise Class Reviews
Jan - Feb 2021

Which exercise class are you providing a review for?	Did this class meet your expectations?	Please rate the instructor by selecting the number of stars.	Did you think the class was appropriately priced?	How likely are you to take the class again?	What additional feedback do you have for this program?
Cardio Sculpt	Yes	4	Just right	Likely	When is next registration for exercise classes? I depend on them. They're all very good. Thanks to Dan, Pearl, & Bob and to Andria, Amy, and all the other wonderful COA Staffers!
Cardio Sculpt	Yes	5	Just right	Likely	i take both Wed. and Fri. classes. i would love to have him give a Mon. class.
Cardio Sculpt	Yes	5	Just right	Likely	Dan's exercises are appropriate for our age group (77 years old). We are challenged and are getting stronger.
Cardio Sculpt	Yes	5	Too low	Likely	
Cardio Sculpt	Yes	4	Just right	Likely	I think the exercises are well chosen for body conditioning but wish there was more variety to the exercises each week.
Cardio Sculpt	Yes	5	Just right	Likely	
Cardio Sculpt	No	3	Just right	Unlikely	
Cardio Sculpt	Yes	5	Just right	Likely	Dan's exercise routine is perfect. He is an excellent instructor, one of the best I have had.
Cardio Sculpt	Yes	5	Just right	Likely	I am very happy that Cardio Sculpt is now offered twice a week.
Cardio Sculpt	Yes	5	Too low	Likely	A wonderful time and structure to get my body moving for the day.
Cardio Sculpt	Yes	5	Just right	Likely	Nice balance and difficulty

Exercise Class Reviews

Jan - Feb 2021

				I have nothing but admiration for Dan . I take both weekly classes and intend to continue in March and April when the new sessions start.	
Cardio Sculpt	Yes	5	Just right	Likely	
Cardio Sculpt	Yes	4	Just right	Likely	Would help to move the camera a bit farther away, so we could see Dan's positions better.
Cardio Sculpt	Yes	5	Just right	Likely	This class is great! It often runs over by a bit so Dan is generous with his time. So considering that I would pay more for the class. There is not a lot of abdominal work in this class which is actually fine, as Lisa does a ton of ab work in her Pilates class. And Dan does a lot of arm strengthening work so between Dan and Lisa, their content is rather complimentary. Great class. Dan packs a lot into a half hour.
Cardio Sculpt	Yes	5	Just right	Likely	
Cardio Sculpt	Yes	5	Just right	Likely	Don't love the music. A little too much Motown-just not a fan and would prefer something else but teacher is great.
Cardio Sculpt	Yes	5	Too low	Likely	When I reviewed the Wednesday Cardio Sculpt class, I selfishly said that the class was priced just right. However, I think the class deserves to be priced higher - up to \$5.
Cardio Sculpt	Yes	5	Just right	Likely	Great class! Thank you
LaBlast	Yes	5	Just right	Likely	I have been enjoying the class.
LaBlast	Yes	5	Just right	Likely	well organized
LaBlast	Yes	5	Just right	Likely	Very nice exercise program accompanied by music. Creative and fluid. Cardio and weight training built in. Thank you Karen for bring this to us!
LaBlast	Yes	5	Just right	Unlikely	I loved the class, but timing interferes with dinner. I would prefer earlier or later in the day.

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				Did you vet this instructor before you put this class on the schedule? Instructor was sincere, but not very organized with her program. Viewers should be keyed into actual motions before with an movement plan.
Osteo	No	2	Just right	Unlikely
Osteo	No	1		Unlikely
Osteo	Yes	5	Just right	Likely
Osteo	Yes	5	Just right	Likely
Osteo	Yes	5	Just right	Likely
Osteo	Yes	5	Just right	Likely
Osteo	Yes	4	Just right	Likely

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Osteo	Yes	Just right	Likely	I have enjoyed the class.....it has helped me to get the Aerobic exercise that I need.
Osteo	Yes	5 Just right	Likely	
Osteo	Yes	4 Too low	Unlikely	i've been taking this for two sessions and feel I have learned a lot about avoiding falls and exercising for preventions. Lots of things I can do on my own without taking the class again.
Osteo	Yes	5 Just right	Likely	
Osteo	Yes	5	Not sure	Patricia made the class fun and something to look forward to - took the class for two different sessions and enjoyed it.
Osteo	Yes	5 Too low	Likely	Instructor is very down to earth and keeps it fun! She's also inspiring!
Osteo	Yes	4 Just right	Likely	I think the instructor is terrific, but.....she uses the same play list every week. She has coordinated the exercises to the music, so I get it, but it's getting really old. She is excellent, and I will sign up (and pay this time), but it will be my last unless she modifies her music
Pilates	Yes	5 Just right	Likely	Lisa is a great exercise instructor. She explains the important points to remember when doing each exercise. I'm pleased that her Pilates class is challenging.
Pilates	Yes	5 Just right	Likely	Judy is an excellent instructor, with a clear informative plan. She is extremely VALUED by ALL her students and educates her students very well with each of her postures. The COA should do everything it can to accommodate this instructor for her devoted students. I did not receive a zoom login for this morning's class. Regarding this feature, could you identify the class when you send out the Zoom notification rather than the sender of the email as it now appears in my mailbox.
Pilates	Yes	5 Just right	Likely	
Pilates	Yes	5 Just right	Likely	Great class and Lisa is a great instructor - very positive, gives good direction and is challenging. Highly recommend!

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Pilates	Yes	5 Just right	Likely	Lisa is fabulous! She has suggestions for modifying exercises to that the needs for all are addressed. I love the class!!
Pilates	Yes	5 Just right	Likely	Instructor is terrific
Pilates	Yes	5 Just right	Likely	Lisa Wilkins is amazing. Always upbeat, keeps up a good pace and offers alternate exercises if we are unable to do something. I very much look forward to Pilates each week.
Pilates	Yes	5 Just right	Likely	Instructor was very professional and maintained a good pace
Pilates	Yes	5 Just right	Likely	None really.....the instructor encourages you to “go at your own pace”.....which is totally appropriate and appreciated.
Pilates	Yes	5 Just right	Likely	Lisa is a challenging and professional instructor. She gives appropriate modifications to meet different fitness levels. I really enjoy this class!
Pilates	Yes	5 Just right	Likely	Lisa Wilkins is an excellent instructor. I would be willing to pay more to encourage her to continue to offer this class through the COA. I am aware that she also teaches and Longfellow.
Pilates	Yes	5 Just right	Likely	Lisa is an excellent instructor. She gives clear directions, demonstrates how to do each exercise, and she often offers modifications depending on one’s fitness level.
Pilates	Yes	5 Just right	Likely	
Pilates	Yes	5 Just right	Likely	I love this class! Lisa is an excellent instructor. Her classes are well paced and she challenges participants just enough. The exercises are varied enough to keep interest yet repetitive enough to make exercises easier to learn. Lisa is very supportive and always in an upbeat mood which motivates all participants to stick with it. I always feel that I have made good progress in her classes and feel that my body is far stronger and more flexible than ever before. I love being able to sign up for two classes each week. I hope that in the future we will not have more than a week break in between sign up sessions.

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Pilates	Yes	5	Just right	Likely	Very good class. The only change I would make is to hold it earlier in the day.
Pilates	Yes	5	Just right	Likely	At times, I felt this class was a bit too strenuous. There were many abdominal exercises which were hard. That said, I can do some of them now so maybe it was a good thing!
Pilates	Yes	5	Just right	Likely	I will be signing up each time.
Pilates	Yes	5	Just right	Likely	
Pilates	Yes	5	Just right	Likely	i look forward to this class every week as a nice distraction from endless cold February days in the midst of the pandemic.
					Not taking the class because I found out I have a stress fracture in my foot.
Pilates	Yes	5	Just right	Not sure	Actually the class is hard for me but Lisa gives options. She is very clear in her explanations and encouraging.
Qi Gong	Yes	5	Just right	Likely	Bob has a very nice approach to his class members. I like the fact that he realizes not everyone fully buys into the underlying philosophy, but still it works. We are always more relaxed after each session.
Qi Gong	Yes		Just right	Likely	
Qi Gong					
Qi Gong	Yes	5	Just right	Likely	I have back and leg problems. This class strengthens my back, and Bob's easy non judgmental style of teaching is perfect for me.
Qi Gong	Yes	4	Just right	Likely	The class sometimes didn't start on time. One class was 8 minutes late starting because the instructor was talking and didn't seem aware it was well past 9:30. The final class ended 4 minutes early.
Qi Gong	Yes	5	Just right	Likely	The repetition in class from week to week lets me hear helpful nuances. Very relaxing but beneficial.
Seated Strength and Balance	Yes	5	Just right	Likely	Very well explained . Good interaction .Total well rounded program . Very social and enjoyable we are lucky to have it
Seated Strength and Balance	Yes	4	Just right	Likely	Class should start on time.

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Seated Strength and Balance	Yes	5	Just right	Likely	
Seated Strength and Balance	Yes	5	Just right	Likely	We really appreciate Pearl's manner... and her cats.
Seated Strength and Balance	Yes	5	Just right	Likely	I hope you keep this class online , even post covid. It is so much easier to do it from home!
Seated Strength and Balance	Yes	5	Just right	Likely	I love this class and take the two weekly sessions. I started taking it some sessions again in person and have continued. Pearl combines a series of exercises that cover all bases. I've noticed the strength gained in my muscles over the sessions and an improvement in balance. If I had to choose one class to keep (I'm taking 4) I'd choose this one.
Seated Strength and Balance	Yes	5	Just right	Likely	
Seated Strength and Balance	Yes	5	Just right	Likely	
Seated Strength and Balance	Yes	5	Just right	Likely	Thanks for all you do.
Seated Strength and Balance	Yes	5	Just right	Likely	I like the 9:15 am time. Later in the day I might be less interested. 45 minutes is perfect. It meets my needs - especially being housebound this winter. I like Pearl's approach and respect her knowledge.
Seated Strength and Balance	Yes	4	Just right	Likely	
Seated Strength and Balance	Yes	5	Just right	Likely	Pearl is great! also takes time to answer question. I always feel better when we finish
Seated Strength and Balance	Yes	5	Just right	Likely	First class on zoom. Was very pleased . Good explanation of movements
Seated Strength and Balance	Yes	5	Just right	Likely	Pearl informs the participants how the exercises help each part of our bodies. She is pleasant and down to earth. The class is geared to people who are older and not as healthy as they use to be.

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Seated Strength and Balance	Yes	5	Just right	Likely	I take several Zoom exercise classes, each with its own focus but with similarities to one another. The instructors are encouraging and reasonable with their expectations. I feel most fortunate and enjoy each session. Thank you COA!
Seated Strength and Balance	Yes	5	Just right	Likely	
Seated Strength and Balance	Yes	5	Just right	Likely	
Seated Strength and Balance	Yes	5	Just right	Likely	Pearl has been so important for me to be active during this pandemic and I always look forward to her class.
Seated Strength and Balance	Yes	5	Just right	Likely	Nice job.
Seated Strength and Balance	Yes	5	Just right	Likely	It is excellent for older people who have less strength and mobility. Pearl explains the purpose of the exercises. She is down to earth and very pleasant.
Seated Strength and Balance	Yes	5	Just right	Likely	
Seated Strength and Balance	Yes	5	Just right	Likely	I love this class!!
Seated Strength and Balance	Yes	5	Just right	Likely	Having 2 classes weekly is great- Have learned so much- class is lively and makes me feel better!
Seated Strength and Balance	Yes	5	Just right	Likely	This exercise program is perfectly suited to my needs and is really beneficial considering my physical limitations. I definitely see and feel an improvement in my strength and mobility.
Seated Strength and Balance	Yes	5	Just right	Likely	Love this class and the teacher. Great exercises, good pacing. I've been taking for many sessions and will sign up for the Monday and Thursday classes next Wednesday
Seated Strength and Balance	Yes	5	Just right	Likely	Pearle is a pro and makes time fly.

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Senior Muscle Conditioning	Yes	3	Not sure	Instructor was good and very thorough. But did not feel class was personal as there was no video due to zoom.
Senior Muscle Conditioning	Yes	5 Just right	Likely	This is a great class! It gets the sweat going and the instructor is so good and so sweet and her music is perfect. It's a great workout!
Senior Muscle Conditioning	Yes	5 Just right	Likely	Now, she's got the music together! Play list changes weekly. I like this class, and will sign up again. It's fun and spirited. General comment on the exercise classes/ Mindful Meditation. They are all great, and I hate that they stop for one or two weeks between semesters. Can they just be rolling admission? In this time of Covid, I'm not getting out much, so these classes help me keep in a routine.
Senior Muscle Conditioning	Yes	5 Just right	Likely	Kim is very engaging and the class is most effective. I really enjoy it!
Senior Muscle Conditioning	Yes	5 Too low	Likely	Her directions are clear and the program is varied and a good balance of challenge. I have appreciated having this as a gift but quite willing to pay an appropriate fee.
Senior Muscle Conditioning	Yes	5 Just right	Likely	I loved the class and I am so glad it will be offered again.
Senior Muscle Conditioning	Yes	5 Just right	Likely	
Senior Muscle Conditioning	Yes	5 Just right	Likely	Interesting exercises with very good music
Senior Muscle Conditioning	Yes	5 Just right	Likely	
Senior Muscle Conditioning	Yes	5 Just right	Likely	I love this class! I have taken 3 exercise classes in the Jan/Feb session and this is the best, most professional class. There is a continuous flow to the routine and a nice variety in strengthening major muscle groups. The music is more up to date also. I'm glad to hear that the class will continue!
Senior Muscle Conditioning	Yes	5 Just right	Likely	Excellent class, twice a week would be great! Thank you

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Senior Muscle Conditioning	Yes	5	Just right	Likely	Perfect level - easy but good exercise
Senior Muscle Conditioning	Yes	5		Likely	Go slow with instructions. Thanks
Senior Muscle Conditioning	Yes		Just right	Likely	
Senior Muscle Conditioning	No	3	Too low	Unlikely	Perhaps some back and forth time with the instructor would have made it more interesting.
Senior Muscle Conditioning	Yes	5		Likely	I enjoy this class although I'm nervous on Zoom!! Kim is an excellent instructor! She's very aware of what we need.
Senior Muscle Conditioning	Yes	5	Too low	Unlikely	This class is a good addition to your offerings. I plan. to sign up again and Wednesday and if your transfer it over to a payed class I would consider it worth paying for.
Senior Muscle Conditioning	Yes	5	Just right	Likely	Exercise covers lots all important muscle groups, flexibility and balance . Modified for al levels. Encouraging personality. Great music "it's got a good beat" !
Senior Muscle Conditioning	Yes	5	Just right	Likely	Excellent c lass, The instructor is very knowledgeable and teaches the class with confidence and inspiring the group to try and for those who have limitations, telling us just how far to go. She is very professional and will sign up again if offered the next term .
Senior Muscle Conditioning	Yes	5	Just right	Likely	This reply is for Chair Yoga. Cyndi Koss is very supportive. I can see benefits coming from this form of yoga and I always feel better physically and mentally after a class with Cyndi.

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				It would be nice if they were continuous. I think missing a week or two of exercise is not ideal.
T'ai Chi	Yes	4 Just right	Likely	I have enjoyed all four of the classes that you have provided. Keep up the good work and thanks!
T'ai Chi	Yes	4 Just right	Likely	
T'ai Chi	Yes	4 Just right	Unlikely	
Tai-Yo-Ba	Yes	5 Just right	Likely	Cam gives very clear instructions. I get a wonderful full body stretch from his exercises.
Tai-Yo-Ba	Yes	5 Just right	Likely	Cam is an excellent instructor. The class is engaging and adequately paced. I thoroughly enjoyed the experience and look forward to continuing the next session.
Tai-Yo-Ba	Yes	5	Likely	I felt it was appropriate for a 91-year-old person It provided just enough stretching and core work
Tai-Yo-Ba	Yes	4	Not sure	
Tai-Yo-Ba	Yes	5 Just right	Likely	
Tai-Yo-Ba	Yes	3 Just right	Unlikely	I think the instructor is well intentioned but because of bad knees I find myself unable to do a number of his moves. I was unable take the Osteo class this session because of a conflict in scheduling but I plan to register for that class rather than this one next term. I took it first session and like the workout and the instructors
Tai-Yo-Ba	Yes	5 Just right	Likely	important strengthening, stretching and balance moves to promote general healthy aging. I like that he provides a different set of exercises each week!
Tai-Yo-Ba	Yes	5 Just right	Likely	Cam is gentle and slow in his delivery and constantly encourages to "be safe". Although I feel I don't need quite this much support, I may take it again. He is certainly knowledgeable.
Tai-Yo-Ba	Yes	4 Too low	Likely	Cam has interesting exercises and stretches I've not seen in other exercise classes. He clearly points out how to do the exercises and which muscles are worked. Good variety in his workouts

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				He's pretty good. Music gripe...it's on extremely faintly in the background, kind of new age, so it's not effective and would be fine if he skipped it all together. It sort of waifs in and out
Tai-Yo-Ba	Yes	4 Just right	Likely	
Tai-Yo-Ba	Yes	5	Likely	
Yoga - Chair	Yes	5 Just right	Likely	Cyndi is an excellent teacher!
Yoga - Chair	Yes	5	Likely	
Yoga - Chair	Yes	5 Just right	Likely	I like this class and teacher and will definitely take again. She is slow, calm and clear and I think her exercises are very stent buliding
Yoga - Chair	Yes	5 Just right	Likely	Cyndi is a very compassionate and thoughtful person. She makes the class fit all levels and gives alternative exercises for everyone. Really Enjoy the Class!
Yoga - Chair	Yes	5 Just right	Likely	Excellent directions. Holding poses longer aids coordinating the breath, giving good muscle strength with resistance.
Yoga - Chair	Yes	5 Just right	Likely	Cyndi has exceeded my expectations! I will definitely sign up again, and appreciate her recording the classes, to do if we missed a class! Thank you
Yoga - Chair	Yes	5 Just right	Likely	I love This class..instruction is very clear and the right pace for me.
Yoga - Mixed	Yes	5 Just right	Likely	This class is a wonderful senior yoga class, carefully tailored to individual aging bodies. Judy is a terrific teacher, articulate, thoughtful, experienced, and skilled. Thank you for offering this class. I look forward to taking it again.
Yoga - Mixed	Yes	5 Just right	Likely	Enjoy this class very much. Wish can have separate groups for experienced students.
Yoga - Mixed	Yes	5 Just right	Not sure	Judy is a great teacher! Hoping she can be retained indefinitely.
Yoga - Mixed	Yes	5 Just right	Likely	
Yoga - Mixed	Yes	5 Just right	Likely	Excellent teacher
Yoga - Mixed	Yes	5 Too low	Likely	Exceptionally skilled teacher. Deserves higher compensation.

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Yoga - Mixed	Yes	5 Just right	Likely	This is one of the most qualified instructors I have had for yoga. She clearly explains each exercise, responds to questions and does an excellent job of pacing the class. I look forward each week to the class.
Yoga - Mixed	Yes	5 Just right	Likely	Judy is a dedicated, highly skilled and knowledgeable yoga instructor. Her lessons are well planned and informative. She observes each student as we practice and will give individual instructions as needed without disruption to the class. Many of our members are long term students due to her expertise. She is truly an asset to have at our Wellesley COA.
Yoga - Mixed	Yes	5 Just right	Likely	Judy is a superb, very knowledgeable instructor. She gives very clear instructions and watches the monitor to offer corrections to individual students. She focuses on a different area or issue of the body each class and designs a class program that builds on itself throughout the session. She communicates the "why" as well as the "how" of each movement. I've taken several different Yoga classes. Judy offers far more than most instructors.
Yoga - Mixed	Yes	5 Too low	Likely	Judy's leading the class and educating us on how our bodies work has been so helpful to my mental and physical health. I have taken this class for three years—no repetitions!
Yoga - Mixed	Yes	5 Just right	Likely	The instructor is very knowledgeable and treats each student with respectful guidance for a safe exercise.
Yoga - Mixed	Yes	5 Just right	Likely	THIS IS THE BEST YOGA TEACHER I HAVE EVER HAD
Zumba Gold	Yes	5 Just right	Likely	Don't muck around with the Zumba Gold class. Ketty is a super instructor and the class has been able to carry on remotely and very well during the pandemic. It's possible that question #4 about pricing is not an appropriate one for the participants. I have no idea what other Zumba Gold or Zumba classes cost -- I've heard that they may cost less through the Newton Council on Aging.
Zumba Gold	Yes	5 Just right	Likely	Great instructor, fun music, and good exercise.
Zumba Gold	Yes	5 Just right	Likely	Would like this class an additional day or two per week

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Zumba Gold	Yes	5	Likely	Ketty is absolutely fantastic! She is amazing! We are so fortunate to have her teach the zumba class. It is wonderful exercise and Ketty makes everything so much fun!
Zumba Gold	Yes	5 Just right	Likely	Ketty is a ray of sunshine & makes you smile. Very good at what she does.
Zumba Gold	Yes	5 Just right	Likely	Music too loud. I think there was a problem in balancing the sound. I could hear instructor when she was close to the computer and speaking directly to us. But when she backed away to lead the dancing her voice faded and was overwhelmed by the music. Great music and well-paced Zumba GOLD. But being new to the routines, I wanted clearly voiced instructions the most.
Zumba Gold	Yes	5 Just right	Likely	This class exceeded my expectations! Ketty Rosenfeld is a bundle of energy and joy! I would like to see two sessions every week on the current Mondays and either Thursdays or Fridays so this uplifting exercise is offered with a healthier pattern of repetition for aerobic movement. Other voices in the class have indicated that I am not alone in this belief. Hopeful, Lee Carpenter
Zumba Gold	Yes	4 Just right	Unlikely	Ketty is prepared and gets the group going! She is very pleasant and is always positive. I will not be returning to this class as I did not enjoy the type of exercise (Zumba) nor the type of music.
Zumba Gold	Yes	5 Just right	Likely	
Zumba Gold	Yes	5 Just right	Likely	I wish this class could be offered twice a week. I love it! It offers exercise in such a pleasant way.
Zumba Gold	Yes	5 Just right	Likely	Ketty is so upbeat and energenic, you just have to keep up with her.
	Yes	5 Just right	Likely	I enjoyed it a lot and the instructor is so cheery and upbeat which is really nice