

THE VILLAGER

SEPTEMBER 2016 VOLUME IV, NUMBER 3

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BHV members Francoise Woodard, Sue Lester and Dorothy Leef and (non-member) Frances Colburn share a laugh with their guide (middle) on a tour of the North Bennet Street School in Boston. Participants learned about the school's violin making, piano repair, furniture making, bookbinding, and other full-time programs from students enrolled in those programs.

BHV WELCOMES

BACK BAY

Gail & Marcel Korn, Marcia & Steve Rothenberg

BEACON HILL

Fulvio Amodeo, Joan Ballantyne, Joe Gifford, Betty & Dan Power

DOWNTOWN/WATERFRONT

Virginia Costello

WEST END

Elaine Garneau, Rhonda Lechten

SOUTH END

Mark Carrig

Fifteen Years Of A New Concept

BY SUSAN MCWHINNEY-MORSE

IN JANUARY 2017, BEACON HILL VILLAGE will celebrate 15 years of changing the experience of aging for those over 50, not only in downtown Boston but across the country and around the globe, with 200 villages in 42 states and Australia, Canada, and the Netherlands. Like Janus, the ancient Roman two-headed god, we are looking both backward and forward as is fitting when one reaches a major milestone.



Several of BHV's original founders gathered for a reception honoring Doffie Arnold in 2014. Front: Nancy Myers Coolidge, Dave Arnold, Susan McWhinney-Morse. Back: Jack Curtin, Woody Ives, Frank Mead.

Looking back: There were eleven of us who banded together to talk about "aging in place," a totally revolutionary concept in 2000. Today, three of us remain on the board of directors (Sally Brewster, Frank Mead and myself). Over the years since our successful launch in January 2002, the other founders, including the late David Arnold, Sue Bridge, Rachel Clafin, Nancy Myers Coolidge, Woody Ives, Bob & Biddy Owens, and Rob Perriello, have remained loyal to and supportive of the Village.

The evening Beacon Hill Village "opened its doors," 60 people signed up as our first members. By 2008, membership had grown to nearly 500 members; however, the recession affected people's sense of financial wellbeing and membership dropped significantly, remaining flat (around 330 members) for a number of years. But this past spring, we increased awareness about BHV through more community events, including our "What Comes Next" series and our third very successful annual Creative Kitchens Tour. As a result, we are once again experiencing strong growth, and BHV now stands at 360 members, 62 of whom joined within the last 12 months. And as importantly, our retention rate remains very high at 92%.

Looking forward: We are poised for a wonderful new year of celebration and action. We have found over the past 15 years that aging is both a great adventure and a challenge best experienced together. We have found that a sense of community – a sense of belonging – is as potent a medicine as many a prescription drug. We have also found that being in charge of our own lives is a critical element in our sense of well-being. And we look forward with great anticipation to the next 15 years of aging well for all of us. ■

From the Executive Director

Dear BHV Members:

AS THIS EDITION OF THE Villager highlights, BHV is growing and our members are active, engaged, and both supportive of and supported by each other. And as we look ahead to celebrating our 15th Anniversary as a village, we can all take great pride in knowing that together we are creating increasingly more opportunities for our members to choose how and where they live, helping to make Boston one of the best cities in which to grow older. (It's no wonder that in 2014 the Milkin Institute ranked the Boston/Cambridge/Newton metro region as the 4th best large metro area for "successful aging" in the U.S.)

A few stats from our most recent fiscal year, which we concluded on June 30, gives us a glimpse on what we accomplished:

- **62** new members joined from 7 different neighborhoods, helping to expand the richness and diversity of our community
- Members attended one or more of our **141** BHV-organized activities a total of **1826** times
- **45** walks, trips, theatre and other outings organized and/or led by our dedicated member volunteers
- **637** hours of exercise led by our fitness instructor Cindy were logged by members, including the addition of a new class in the Back Bay
- Member-organized affinity groups gathered more than **208** times around shared interests, from cultural events to politics, from movies to board games, including two new groups for the readers and knitters
- **300** rides to appointments, events, and the airport and another **980** grocery shopping services were provided by our dedicated drivers
- Staff referred members to information and services **510** times and made **1739** check-in calls to our members

I look forward to the coming year, starting with our fall celebration of all we've accomplished together over the past 15 years. Working together, we will create even more ways to make a difference in each other's lives and continue to evolve as a vibrant membership organization.

With gratitude,
Laura Connors

Boston's Age-Friendly Report

WHEN THE CITY'S COMMISSION ON Elderly Affairs reported on its Age-Friendly Boston Initiative in June, it contained both bad news and good news.

It revealed that not enough housing is available to Boston seniors, especially with supports necessary as people age. Affordability is a problem in buying or renting a home and maintaining it. Seniors reported they did not have enough opportunity for paid employment. Some said they felt taken advantage of in their communities. A constant theme was that every neighborhood needs to be more walkable.

One bright note was that about half of seniors said they were satisfied with the access to and quality of health care and social services in Boston.

The commission's data collection was conducted through surveys, listening sessions, and consultations with such sources as service providers and faith-based organizations. It built on the 2014 Aging in Boston report indicating that Boston's older population would increase by approximately 52 percent by 2030.

Projects currently in process are a walking project with Walk Boston, and partnerships with Boston Parks and Recreation involving seniors' input in new park designs, with Tufts Human Nutrition Research on Aging Center to educate seniors on the new Senior MyPlate, and with the Boston Society of Architects to tap their expertise in city planning and the Walk Boston project.

Boston is also assisting low-income seniors who wish to remain in their homes as long as they are able. Since 2014, more than 1,000 senior households have been able to retain their housing or were stabilized with city assistance. Four new elderly affordable housing developments were completed in 2015, adding 192 units. Three affordable senior developments are in the pipeline, and a new \$1.75 million budget line item for senior affordable housing was added in FY16.

Mayor Walsh also launched Seniors Save, in which aging and inefficient heating systems are replaced before a catastrophic failure results in no heat.

Read the entire report at https://agefriendlyboston.files.wordpress.com/2016/06/afb-report_6-15.pdf ■

NEW KITCHEN TOUR LEADERSHIP

Beacon Hill Village's third annual Creative Kitchens Tour was a tremendous success. With the help of 70 dedicated volunteers and many generous business and individual sponsors and donors, more than 350 visitors toured a mix of eight traditional and contemporary kitchens on Beacon Hill and in Back Bay, raising nearly \$38,000 in net profit from our signature fundraising event.

Reese Berman and Aideen Jenkins will co-chair next year's tour, scheduled for Saturday, April 8, 2017. Mark your calendars now for what promises to be another great event. And let the BHV office know if you're interested in volunteering. Help is needed both during the planning cycle (late September to early April) and on the day of the event. ■

Beacon Hill Village

SEPTEMBER 2016 CALENDAR HIGHLIGHTS

Programs are one of the benefits of membership in Beacon Hill Village. Selected programs are open to guests of members and to prospective members who may be interested in joining the Village. Members have priority when registering for programs that have space limitations. BHV reserves the right to limit the number of programs that prospective members may attend. A reservation is required for all programs unless otherwise noted in the program description. Refunds will be made for cancellations received at least one week prior to an event unless tickets have been pre-purchased or non-refundable payments have been made and we are unable to fill your spot.

Wednesday, September 7 10:30 a.m. - 1:30 p.m.

Bowling

Join BHV members for candlepin bowling at Sacco's Bowl Haven in Davis Square, Somerville. Lunch afterwards at the Flatbread Company at the bowling alley. Cost for bowling is approximately \$10. Meet at Charles/MGH station at 10:30 a.m. BHV members and their guests.

Thursday, September 8 12:30 p.m.

Lunch Group: Ma Maison

French-born celebrity chef Jacky Robert has partnered with Stanislava Sosnitsky (Sam) and transformed the ten-year-old Pierrot Bistro into Ma Maison. The restaurant remains faithful to the classics of French cuisine with unexpected interpretations of favorite recipes. Meet at 272 Cambridge Street. BHV members and guests. Pay individually.

Saturday, September 10 9 a.m. - 5 p.m.

Portland (Maine) Museum of Art

O'Keeffe, Stettheimer, Torr, Zorach: Women Modernists in New York examines the art and careers of four pioneering artists and their contributions to American modernism in parallel for the first time. The exhibition offers valuable perspectives on the meaning of modernism, the life of a working artist in New York in the early 20th century, and the shared and differing experiences of being women in the first wave of feminism. Lunch in Portland (pay individually), with time to shop and explore the waterfront. Meet at Café Tatte, 70 Charles Street, at 9 a.m., or at Starbucks, 165 Newbury Street (between Dartmouth and Exeter), at 9:05 a.m. BHV members: \$70. Guests of BHV members and prospective members: \$85. Price includes van transportation and tour of and admission to the Museum.



Georgia O'Keeffe, Horse's Skull

Monday, September 12 10 a.m. - 12:30 p.m.

Southwest Corridor Walk

The southwest corridor, a 4.5 miles linear park that was almost a highway, stretches from the Back Bay to Jamaica Plain, runs through five neighborhoods, and is one of the area's premier public green spaces. On this fast-paced walk, co-led by BHV member Davida Carvin and Program Coor-

dinator Deborah Drosnin, you'll see what happened when the expressway plan was dropped, the narrow corridor became transit lines, and a park was built around it. *This walk is for people who are comfortable walking at a pace of three miles per hour. Bring a snack and water. Meet outside the Back Bay T Station on Dartmouth Street; return is on the Orange Line from the Forest Hills Station. BHV members and their guests. Free.*

Tuesday, September 13 5:30 - 7 p.m.

Conversations with... Susan Shaer

Until her recent retirement, Susan Shaer spent 23 years as executive director of the national women's peace and security organization Women's Action for New Directions (WAND), which focuses on topics like disarmament, military conversion and US foreign policy. Susan's subject will be the 2015 Iran nuclear deal, how WAND helped it get approved, and her reflections on that deal one year later. Light hors d'oeuvres and beverages at 5:30 p.m.; program at 6 p.m. Meet at King's Chapel Parish House, 64 Beacon Street. BHV/BHS members: Free. Non-members: \$20.



Wednesday, September 14 2:30 - 4 p.m.

All Member Birthday Party

Join us for cake and ice cream at our second annual celebration of all BHV members' birthdays, and to especially honor the nonagenarians (those 90 and older) among us. Meet in the garden at King's Chapel Parish House, 64 Beacon Street. BHV members only. Free.

Thursday, September 15 9 a.m. - 5 p.m.

Peabody Essex Museum: Childe Hassam Exhibit

We'll travel by fast ferry to Salem for our trip to the Peabody Essex Museum for a private guided tour of the work of impressionist Childe Hassam. This exhibit is the first in more than 25 years to focus on his paintings of the Isles of Shoals, a group of small, rocky islands in the Gulf of Maine. Lunch in Salem (pay individually). Meet at Long Wharf-North Pier, on the north side of the Long Wharf Marriott, next to Christopher Columbus Park, at 9 a.m. for our 9:30 a.m. ferry. BHV members: \$50 (\$35 for PEM members). Guests of BHV members and prospective members: \$70 (\$55 for PEM members). Trip price covers ferry and admission to and tour of the Museum.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<p>TAXI COUPONS Come to the BHV office on Friday, September 9, between 11 and noon, to pick up your taxi coupons at this monthly distribution. Pay \$5 for a \$10 coupon book; maximum of two books per person, per month. BHV members only. 74 Joy Street, third floor.</p> <p>TRIP TO MARKET BASKET Door-to-door transportation to Market Basket in Chelsea on Wednesday, September 7, at 10 a.m. and noon. A driver will help carry your groceries. Space is limited. BHV members only: \$10.</p> <p>TRIP TO TRADER JOE'S Door-to-door transportation to Trader Joe's in Cambridge on Wednesday, September 21, at 10 a.m. and noon. A driver will help carry your groceries. Space is limited. BHV members only: \$10.</p>	<p>WICKED WEDNESDAYS BHV members meet on Wednesday, September 7, at 4 p.m. at 75 Chestnut Street to discuss and plan outings related to the arts. All BHV members welcome. Registration not required.</p>	<p>MEN'S FIRST DRINK After taking a break for the summer, Men's First Drink will resume on Thursday, September 8, at 4 p.m. to continue their exploration of Boston's watering holes. BHV members and their guests. Location TBD.</p>	<p>MEDITATION Meets every Monday and Thursday at 8:45 a.m. (except as otherwise noted on the calendar) at the Beacon Hill home of BHV member Susan Cox. BHV members only.</p>		<p>Grocery Shop (9:30 & 11:30) Tai Chi (noon-1)</p> <p style="text-align: right;">2</p>	
	<p>Labor Day BHV Office Closed Total Fitness w/Cindy cancelled Meditation (8:45)</p> <p style="text-align: right;">5</p>	<p>Grocery Shop (9:30 & 11:30) Total Fitness w/Cindy - Back Bay (10-11) Calendar Mailing (10:30)</p> <p style="text-align: right;">6</p>	<p>Market Basket (10 & noon) Total Fitness w/Cindy (11-noon) Wicked Wednesdays (4:00)</p> <p style="text-align: right;">7</p>	<p>Meditation (8:45) Lunch Group: Ma Maison (12:30) Men's First Drink (4:00)</p> <p style="text-align: right;">8</p>	<p>Grocery Shop (9:30 & 11:30) Taxi Coupons (11-noon) Total Fitness w/Cindy - Back Bay (11:45-12:45) Tai Chi (noon-1)</p> <p style="text-align: right;">9</p>	<p>Portland Museum of Art (9-5)</p> <p style="text-align: right;">10</p>
	<p>Meditation (8:45) Southwest Corridor Walk (10-12:30) Total Fitness w/Cindy (11-noon)</p> <p style="text-align: right;">12</p>	<p>Grocery Shop (9:30 & 11:30) Total Fitness w/Cindy - Back Bay (10-11) Conversations with... Susan Shaer (5:30-7)</p> <p style="text-align: right;">13</p>	<p>Total Fitness w/Cindy (11-noon) All Member Birthday Party (2:30-4)</p> <p style="text-align: right;">14</p>	<p>Meditation (8:45) Peabody Essex Museum by Ferry (9-5) Maidens & Martinis (4:30)</p> <p style="text-align: right;">15</p>	<p>Grocery Shop (9:30 & 11:30) Total Fitness w/Cindy - Back Bay (11:45-12:45) Tai Chi (noon-1)</p> <p style="text-align: right;">16</p>	
<p>Beacon Hill Block Party</p> <p style="text-align: right;">18</p>	<p>Meditation (8:45) Tech Help: Apple Devices Only (9-12) Total Fitness w/Cindy (11-noon)</p> <p style="text-align: right;">19</p>	<p>Grocery Shop (9:30 & 11:30) Total Fitness w/Cindy - Back Bay (10-11)</p> <p style="text-align: right;">20</p>	<p>Trader Joe's (10 & noon) Total Fitness w/Cindy (11-noon) WW II Museum (9:30-1)</p> <p style="text-align: right;">21</p>	<p>Meditation (8:45) Travel Group: Iran (5-6:30)</p> <p style="text-align: right;">22</p>	<p>Grocery Shop (9:30 & 11:30) Total Fitness w/Cindy - Back Bay (11:45-12:45) Tai Chi (noon-1)</p> <p style="text-align: right;">23</p>	<p>Roseland Cottage (9:45-3)</p> <p style="text-align: right;">24</p>
<p>Rummikub with Tina (3-5)</p> <p style="text-align: right;">25</p>	<p>Meditation (8:45) Total Fitness w/Cindy (11-noon) John Sears Political Forum (5:30-7)</p> <p style="text-align: right;">26</p>	<p>The Crane Estate (9:15-2:15) Grocery Shop (9:30 & 11:30) Total Fitness w/Cindy - Back Bay (10-11)</p> <p style="text-align: right;">27</p>	<p>Total Fitness w/Cindy (11-noon) NEC Philharmonia & Dinner (dinner at 6; concert at 7:30)</p> <p style="text-align: right;">28</p>	<p>Meditation (8:45) City Archaeology Lab (9:30-12:30)</p> <p style="text-align: right;">29</p>	<p>Grocery Shop (9:30 & 11:30) Total Fitness w/Cindy - Back Bay (11:45-12:45) Tai Chi (noon-1)</p> <p style="text-align: right;">30</p>	<p>Registration required for all programs unless otherwise indicated.</p>
<p>MAIDENS & MARTINIS Join the women of Beacon Hill Village for a drink on Thursday, September 15, at 4:30 p.m. at TGI Fridays, 1626 Tremont Street, near the Brigham Circle stop on the Green Line (E branch). Please contact Louise Haddock by email (llh.9800@gmail.com) or text/talk (617.447.9800). BHV members and their guests. Pay individually.</p>						
<p>HEALTH & WELLNESS:</p> <p>Beacon Hill Athletic Club (\$5/class) North Station, 261 Friend Street: Aerial Conditioning (Fri at 8:30) North End, 85 Atlantic Avenue: Total Body Strength (Mon at 8:30 and Fri at 8:15); Muscle (Wed & Thurs at 8:30); Stretching (Thurs at 9:30); Rejuvenating Yoga (Tues & Thurs at noon; Restorative Yoga (Wed at noon); Gentle Yoga (Fri at 9:15) Beacon Hill, 3 Hancock Street: Senior Conditioning (Mon & Thurs at 10)</p> <p>Total Fitness w/Cindy Sullivan Beacon House, 19 Myrtle Street, Mon & Wed, 11 a.m. - noon. \$5 for BHV members</p> <p>Total Fitness w/Cindy Sullivan - Back Bay First Church Boston, 66 Marlborough Street (at the corner of Berkeley). Tues, 10 - 11 a.m. and Fri, 11:45 a.m.-12:45 p.m. (beginning September 9) \$5 for BHV members</p> <p>Tai Chi w/Joshua Grant Beacon House, 19 Myrtle Street \$150 for BHV members for 10-session class Individual classes: \$20/class Email Joshua at gulong16@gmail.com for more information.</p>						



WW II Museum

Monday, September 19 9 a.m. - noon Tech Help for Apple Devices Only

BHV member Stan Berman will hold 45-minute one-on-one tutorials with BHV members to help them become more proficient with their Apple devices. Call the office to sign up for your private session. *BHV members only. Free.*



Wednesday, September 21 9:30 a.m. - 1 p.m. WW II Museum

Located in Natick, the Museum's collections document in detail the events of the war, from the signing of the Versailles Treaty, which ended World War I, to the Nuremberg and Tokyo war crimes trials, which brought the Second World War to its close. *Meet at Café Tatte, 70 Charles Street, at 9:30 a.m., or at Starbucks, 165 Newbury Street (between Dartmouth and Exeter), at 9:35 a.m. BHV members: \$35. Guests of members and prospective members: \$45. Price includes van transportation and admission to the Museum. Lunch is pay individually.*



Roseland Cottage

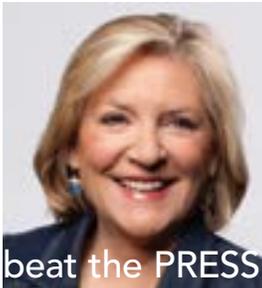


Thursday, September 22 5 - 6:30 p.m. Travel Group: Iran

Joan Doucette will share pictures and stories from her and Harry Fisher's trip to Iran earlier this year. *Meet at 72 Mt. Vernon Street. BHV members only. Free.*

Saturday, September 24 9:45 a.m. - 3 p.m. Roseland Cottage, Woodstock, CT

Built in 1846 in the newly fashionable Gothic Revival style, Roseland Cottage was the summer home of Henry and Lucy Bowen. Prominently situated across from the town common, this Historic New England property epitomizes Gothic Revival architecture and a colorful interior featuring elaborate wall coverings, heavily patterned carpets, and stained glass. After our private guided tour, we'll have lunch (high tea) at the Cottage. The second floor of the home is accessible only via a staircase. *Meet at Café Tatte, 70 Charles Street, at 9:45 a.m., or at Starbucks, 165 Newbury Street (between Dartmouth and Exeter), at 9:50 a.m. BHV members: \$65. Guests of BHV members and prospective members: \$80. Price covers van transportation, admission to and tour of Roseland Cottage, and lunch.*



John Sears Political Forum

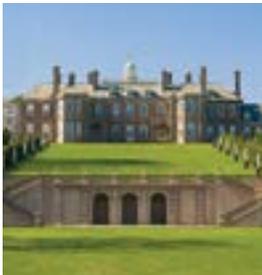
Sunday, September 25 3 - 5 p.m. Rummikub

Join Tina DiMaggio for an afternoon of rummikub at her apartment on the flat of the Hill. *BHV members only.*



Monday, September 26 5:30 - 7 p.m. John Sears Political Forum

Moderated by Emily Rooney, host of WGBH TV's *Beat the Press* and creator and former host of the station's *Greater Boston*, will moderate a panel of seasoned observers in the first John Sears Political Forum, which will focus on the upcoming presidential election. John Sears, a long time member of BHV with a lifetime love of politics, looked forward to every major election, and certainly would have enjoyed this one. *Meet at the Boston Public Library, Copley Square, Rabb Hall, in the newly reburbished Johnson Building (entrance on Boylston Street). Open to the public. Registration not required. Free.*



The Crane Estate

Tuesday, September 27 9:15 a.m. - 2:15 p.m. The Crane Estate

A national treasure, The Crane Estate in Ipswich offers an opulent glimpse of the Crane family's life in the roaring 20's. Our private tour will feature beautifully appointed rooms that exemplify Crane Company craftsmanship. The second floor of the Estate is accessible only via a staircase. Lunch outdoors overlooking the Estate's grounds. *Meet at Café Tatte, 70 Charles Street, at 9:15 a.m., or Starbucks, 165 Newbury Street (between Dartmouth & Exeter), at 9:20 a.m. BHV members: \$55. Guests of BHV members and prospective members: \$70. Price includes van transportation, private tour of and admission to the Estate, and lunch.*



NEC Philharmonia

Wednesday, September 28 7:30 p.m. concert (dinner at 6 p.m.)

NEC Philharmonia at Jordan Hall

Conducted by Hugh Wolff, this free concert features *Night Ferry* by Clyne and *Symphony No. 1 in D Major "Titan"* by Mahler. *Optional dinner (pay individually) at Pho & I, 267 Huntington Avenue, at 6 p.m. For concert only, meet inside Jordan Hall, 30 Gainsborough Street, and look for the group. BHV members and their guests. Free.*



City Archaeology Lab

Thursday, September 29 9:30 a.m. - 12:30 p.m. City Archaeology Lab

Who would have guessed that the City of Boston has an archaeology lab, much less one that holds thousands of boxes containing the collections from 39 archaeological surveys excavated in the City? City archaeologist Joseph Bagley will tell us about his work and give us a tour of his West Roxbury lab. *Meet at Café Tatte, 70 Charles Street, at 9:30 a.m., or Starbucks, 165 Newbury Street (between Dartmouth & Exeter), at 9:35 a.m. BHV members: \$15. Guests of BHV members and prospective members: \$25.*

Jim Braude To Help Celebrate BHV's 15th Anniversary

This year's annual members' meeting will be different. It will mark the start of celebrating 15 years of making it possible for downtown Boston's older population to make the decision themselves about how they want to live. Jim Braude, host of WGBH TV's Greater Boston and co-host with Margery Eagan of WGBH's Boston Public Radio, will be our guest speaker. Braude will share his thoughts and observations and answer questions. There will be a drawing for several prizes, including "getaways" to Vermont, Nantucket, and Provincetown, and a few other surprises are in store.

The celebration will take place Friday, October 14, from 3:30 to 5:30 p.m., at the Women's Lunch Place. Don't miss it. ■



North End/Waterfront Members Connect

BY DAVIDA CARVIN

TEN OUT OF 14 BHV MEMBERS who live in the North End or on the Waterfront met at my condo recently.

We introduced ourselves and discussed our reasons for joining the Village and our experience with the Village thus far. Several things became apparent as we listened to everyone speak:

- At least three of us didn't join sooner because we thought we weren't eligible since we didn't live on Beacon Hill.
- It's an effort to get to events on Beacon Hill or in the Back Bay. Although many would have liked to attend several functions, they opted not to go alone. We discussed contacting each other to see who might want to share a cab or an Uber.
- Everyone liked the idea of local exercise classes such as walking, stretch, yoga and meditation. I shared that the Beacon Hill Athletic Club offers selected classes to Village members for \$5 a class and some will try them and report back. One member will talk to a friend who is a nurse who does senior yoga. I will speak to someone about holding a class at her studio above the Goose next to my building. Three of us volunteered to lead and/or host meditation.
- One member, who was a software person, will set up a group email for us to use to organize walks, go to events together, etc.
- Few of us knew about the grocery service. This is the sort of service everyone is interested in if/when they are incapacitated.

A story about how we can help one another came out of this meeting. One of our group was about to have surgery, and her sister will come to help out at first. After the surgery, our friend will have to spend one or two weeks lying down and will not be permitted to get up for more than ten minutes at a time. We suggested she ask about going to a rehab facility for part of that time. If she cannot, several of us will check in on her after her sister leaves.

As an aside, I was talking to Ann Moritz, and my stories of our gathering made her day. We only wished her father-in-law David Arnold Jr., one of BHV's founders, were alive so he could see the results of his efforts. ■



2016 Member Satisfaction Survey

BY CLAIRE WICKERSHAM

Beacon Hill Village's member satisfaction survey is an important tool for gathering feedback from members and understanding where we can make improvements to our programs and service offerings going forward. Almost 50 percent of our members participated in this year's survey – an excellent response rate. Here is a snapshot of what we learned from all of you:

BHV members are happy with their membership

- 90% of respondents were extremely satisfied or very satisfied with their BHV membership.
- 96% of respondents said they were either likely or very likely to renew their membership in the coming year.
- 85% of respondents agreed or strongly agreed that "The Village has met or exceeded their expectations."

Most valuable benefits – Referrals to vetted service providers were rated the most important aspect of membership. Cultural events, BHV expertise on aging issues, and educational programs were also rated as being highly valuable.

BHV membership is changing, and in more ways than one. BHV's significant growth this past year (see Susan McWhinney-Morse's article on page 1) has resulted in a membership that is less centered on Beacon Hill and younger in age. Thirty-five percent of all new members in the last 12 months are 72 years old or younger, as compared with 23% of BHV membership overall. And more than 65% of all new BHV members live in neighborhoods other than Beacon Hill, increasing the percentage of "non-hillers" from 50% to 55%. These changes bring new members with new ideas, time and talents that benefit all members. ■

Ken Scott Joins BHV Board

THE BEACON HILL VILLAGE BOARD IS undergoing changes. Marion Nirentz and Dan Taylor left the board in June, and Ken Scott has joined.

Marion came on the board in 2012, serving on the Fundraising, Creative Kitchens Tour and Marketing committees. With Frank Mead she helped start the Village Council. She lives in the Back Bay.

Dan has been on the board since 2003. He served as treasurer and later as president. He and his wife, Karen, live on Beacon Hill.

Ken and his wife, Cynthia, have lived on Beacon Hill off and on for about 50 years, raising their three daughters here. For several years they lived in Chicago while Ken, who has always been in the finance industry, worked for a brokerage firm. But they kept their house on South Russell Street since they always intended to return. Now retired, Ken volunteers every week at a soup kitchen that feeds 200 people.

The Scotts were early members of Beacon Hill Village. “We could see the need for both social interaction, which is our primary use, and also physical assistance, which we may live long enough to need,” said Ken.

The board otherwise remains the same. Hal Carroll is president; Doug Fitzsimmons, vice president; John Besser, treasurer; and Betsy Peterson, clerk. Other board members are Sally Brewster, Joanne Cooper, Murray Frank, Karen Garvin, Matthew Liang, Susan McWhinney-Morse, Frank Mead, Atheline Nixon, Donna Petro and Stephen Roop. ■



Ken Scott

WHO YOU GONNA CALL?

BY ELIZABETH DAKE AND JANICE RUELL

BEACON HILL VILLAGE RECEIVES NUMEROUS requests for referrals each week. By far the most calls are for rides – to the doctor, the airport, Symphony, almost anywhere. BHV provides members with more than 300 rides every year. But hundreds of requests come in for other services too.

High on the list of what members look for is home maintenance help, especially of the handyman variety. BHV has relationships with such professional tradesmen as electricians, plumbers and painters. If you need an air conditioner installed or a squeaky door repaired, we can refer you to a competent handy person, and the problem is solved.

Members love their computers, printers and cell phones, but nothing is more frustrating than when they don't work properly. BHV connects members with both volunteers and professionals who can help when things go awry in the digital world.

Grocery services – including shopping for and delivering groceries to members and providing rides to the grocery store – are also high on the list of desirables. We provide nearly 1,000 grocery services each year.

Home health services, especially for members just getting out of the hospital, are some of BHV's most important referrals. Some members may need a CNA (Certified Nursing Assistant) who is trained to perform medical-related tasks under the supervision of an RN. But often members may only need help with basic care, and a home health aide may be a better fit. Member Services staff can refer members to a skilled and vetted private home health care worker or a home care agency that can offer evaluations and comprehensive care when needed, often at discounted rates.



A call to BHV resulted in a new knitting affinity group. Cynthia Scott, Reese Berman, Joanne Cooper are three of the members.

When members call with an out-of-the-box question, BHV staff are happy to find an answer. Where do you recycle wine corks? Do you have a home health aide who could meet me at the airport? This spring, a member called hoping to find a knitting instructor. After BHV found a teacher, others joined in and the request became a new affinity group for knitting (see picture at left). Many of our service providers are skilled in several different areas, and it is always nice when a familiar face is available to help with an oddball task!

As a member-driven organization, BHV relies on member feedback – both positive and negative – in order to maintain the highest quality provider list possible. Many of BHV's best service providers were recommended by members, and we welcome member suggestions. Members can recommend by phone or email and the Member Services staff will follow up. ■

RETURN SERVICE REQUESTED

THE VILLAGER

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THE VILLAGER *design by Joanne Legge*



Clockwise, from upper left: Madge Sargent, Alfretha Barrett, Carol Silverman and Roberta Meyers admire the inside of Fort Warren on Georges Island. RuthAnn Bramson shared stories from her book *A World Unto Itself: The Remarkable History of Plum Island New York*, at our monthly *Conversations with...* series. On the Village's tour of the *Boston Globe*, Carol Silverman practices her typing on an old linotype machine, with Tom Moore (BHV driver) looking on. Our tour of Chinatown run by the Asian Community Development Corporation and led by high-school students drew a large crowd, some of whom are pictured here: Barbara Berkman, A.T. Stair, Carol Silverman, student guide, Barbara Lindeman, Stan Berman, Reese Berman, student guide, Donna Jonas, student guide, Tom Bosworth, Herb Weiss, Barbara Santoro, and Ellie Weiss.



IN MEMORIAM
John Reilly