



**ASHLAND PARKS AND RECREATION COMMISSION
ASHLAND SENIOR ADVISORY COMMITTEE (ASAC)
MEETING AGENDA**

November 9, 2020 @ 3:30 – 5:00 pm

Virtual Meeting on Zoom Platform

To join meeting or give public input, see instructions on page 2.

- I. Opening (Bellegia, 2 min)
- II. Approval of Minutes – March 9, 2019 (all, 2 min)
- III. Additions or Deletions to the Agenda (all, 2 min)
- IV. Public Input (10 min) - *See page 2 for instructions.*
- V. ASAC member and officer changes (Bellegia, 10 min)
 - a. Farewell to Rob Casserly, Welcome to Gina DuQuenne
 - b. Welcome Anne Bellegia as 2020-21 chair
 - c. Nominations for 2020-21 co-chair (ideally to be chair 2021-22)
- VI. Emergency Response and Recovery Updates (Glatt and all, 20 min)
- VII. Standing Reports (20 min)
 - a. APRC Update, if any pertaining to seniors (Gardiner)
 - b. City Council Update, if any pertaining to seniors (Seffinger)
 - c. Education Report (Mettler)
 - d. Senior Services Superintendent Report (Glatt)
- VIII. Items from ASAC Members or Work Groups (all, 15 min)
 - a. Livable Ashland (Theis)
- IX. Meeting Schedule for 2021 (5 min)
- X. Adjournment – 5:00pm

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the City Administrator's office at (541) 488-6002 (TTY phone number 1-800-735-2900). Notification 72 hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to the meeting (28 CFR 35.102-35.104 ADA Title I).

TO ATTEND THE MEETING:

If you wish to virtually attend an Ashland Senior Advisory Committee meeting, send an email to isleen.glatt@ashland.or.us, no later than by 10:00 a.m. on the day of the meeting. Please provide the following information, then staff will send you the link and/or phone codes:

- 1) Write "ASAC Participation Request" in the subject line of the email.
- 2) Include your name.
- 3) Specify the date of the meeting you wish to virtually attend or listen to.
- 4) Specify whether you will be participating by computer or telephone.
- 5) Provide the name you will use if participating by computer, or the telephone number you will use if participating by telephone.

TO GIVE PUBLIC INPUT IN THE MEETING:

If you would like to give public input for the meeting, please submit your written comments or a request to speak to isleen.glatt@ashland.or.us, no later than by 10:00 a.m. on the day of the meeting. Please include the information above plus the topic you would like to speak on. For oral comments, you will be invited to unmute and speak during the Public Input portion of the agenda.

City of Ashland
ASHLAND PARKS AND RECREATION COMMISSION (APRC)
ASHLAND SENIOR ADVISORY COMMITTEE (ASAC)
Meeting Minutes
March 9, 2020

Committee Members Present:

- Anne Bellegia, Co-Chair
- Mike Hersh
- Mike Gardiner
- Mary Russell-Miller
- Stef Seffinger
- Sandy Theis, Chair

Staff Members Present:

- Michael Black
- Isleen Glatt
- Natalie Mettler

Committee Members Absent:

- Rob Casserly

CALL TO ORDER

Thisis called the meeting to order at 3:33pm.

OPENING

Glatt announced that Casserly was not going to be able to attend today's meeting.

APPROVAL OF MINUTES

Motion: Russell-Miller/Hersh m/s to approve the minutes from January 13, 2020. Voice vote – All AYES.

ADDITIONS OR DELETIONS TO AGENDA

Glatt announced that Maria Harris had to cancel her presentation to ASAC today due to illness. She will present at the May 11, 2020 meeting. Katharine Danner of Ashland-at-Home, originally scheduled for May, was kind enough to present today instead.

Glatt will report on what the Senior Services Division (SSD) is doing in response to the current Coronavirus situation after Danner's presentation.

PUBLIC INPUT

None

CITY OF ASHLAND PLANNING DEPARTMENT AGE-FRIENDLY HOUSING INITIATIVES – Maria Harris, Planning Manager – POSTPONED

Addition to the Agenda: UPDATE ON ASHLAND-AT-HOME Katharine Danner, Executive Director

Katharine Danner presented an update on Ashland-at-Home (AAH), a “village” model membership organization that provides assistance on an episodic basis for people to continue to live in their own homes and stay engaged in the community (See [presentation handouts](#)). AAH is halfway through its eighth year of operation and one of well over 200 such organizations nationally. It is based on the Beacon Hill Village, started in Boston in 2001. AAH is governed by a board and has 501(c)3 status as a non-profit. Its services are available to anyone age 18+ in the Ashland and Talent areas. Membership is \$500/one-person household or \$600/two-person household, serving mostly middle-income families. There are limited scholarship funds available. Danner is responsible for volunteer recruitment and shared that AAH is able to maintain an equal number of volunteers to members (approximately 70 of each). Volunteers go through a background check and orientation, and are then added to the database where they are matched to client needs. There is no hourly obligation for volunteers, making this a very flexible commitment depending on their availability. The four main service categories offered are: transportation (about

half of service provided), personal services (such as pet care while traveling and respite for caregivers), home support/handyman services, and technical/office support. AAH also offers issue-oriented programs and social gatherings, all of which are open to both members and volunteers.

Danner highlighted a new AAHA program, "Sage's Storytime," a monthly storytelling workshop where participants share five-minute stories by or about elders. The first session, "First Love" on February 26, had over 45 attendees. March's theme will be "I Survived and Learned," and the April meeting will focus on mothers.

Bellegia asked if the new Ashland Connector service was decreasing AAH member demand for rides. Danner replied that AAH ride volume remains steady, as members prefer the door-to-door service that cannot be provided by the Connector, or use Call-A-Ride. Hersh asked what the AAH membership fees are used for; Danner responded: insurance, office space, a small stipend to Danner (as AAH Executive Director), and other basic services, so that the program does not have to rely on grants. Bellegia offered that SOU may be willing to discuss sharing space and matching AAH members with students looking for housing. Danner agreed that AAH would be willing to partner with a vetting organization and work with SOU and OLLI to integrate various services. Seffinger added that AAH vets and trains their volunteers, so families seeking help for a member can feel secure that volunteers will not take advantage of seniors. Also, AAH maintains a list of member-recommended vendors and home services.

Glatt asked how AAH is evolving. Danner replied that their member count tends to remain stable at about 63 which is typical for small standalone village model non-profits. Limitations to growth include marketing challenges and original board members time-limiting out, but AAH garnered several new volunteers and members from the Senior Volunteer Fair at Ashland Senior Center on January 22 and hopes to recruit more at the OLLI Open House in July.

Addition to the Agenda: SENIOR SERVICES DIVISION RESPONSE TO CORONAVIRUS

Glatt reported that staff is very aware of the potential dangers of COVID-19 to seniors and is closely monitoring early guidance from the CDC, Oregon Health Authority, and Jackson County Health Authority. Staff is sanitizing frequently touched surfaces and has posted guidance on hand washing and staying home if sick. At this time, there is no community spread of the virus in Jackson County.

Hersh suggested looking to OSF to determine if and when activities and other services should be canceled. Black responded that OSF is important to consider, but SSD staff will follow the recommendations of public health authorities. Glatt added that she is part of the City's Emergency Management Advisory Committee. She noted that Senior Services patrons are good about staying home if sick, and staff are not to return to work until completely symptom-free. Black reiterated Glatt's message of keeping all clients & staff informed. Bellegia and Hersh asked about the availability of masks and hand sanitizer. Glatt responded that she has back ordered hand sanitizer, which is not currently available, and has some surplus N-95 masks from last year's smoke season, which will be given to anyone at the Senior Center showing any symptoms of illness so they can safely exit the building.

ASAC REPRESENTATION AT COMMUNITY MEETINGS

Theis noted the list of ASAC member and SSD staff affiliations in the meeting packet. She suggested members bring up items of relevance as needed during the "Items from ASAC members" portion of meetings.

STANDING REPORTS

a. APRC Update

Black provided an update on the rebuild of Daniel Meyer pool, which will include changes of benefit to seniors (walkway from Senior Center and zero-depth entry). The timeline has been pushed back to October due to COVID-related closures affecting the contracted manufacturers, so the pool will be open as is this summer.

Gardiner reported that the Japanese Garden rebuild has also been delayed and will start next year, partly to accommodate ADA considerations.

b. City Council Update

Seffinger reported that City Administrator Madding has resigned (last day April 6). The City is also in the process of hiring a Public Works Director. The plan for the City Hall rebuild is now to retrofit the interior while keeping the exterior unchanged. The ballot measure for changing the City Administrator position to one of City Manager is planned for the May ballot, which will also include a bond to fund renovation of City Hall, Pioneer Hall and the Community Center. Black and Seffinger agreed that it would be good to have ASAC or senior input to ensure all three rebuilds incorporate universal design.

Motion: Bellegia/Russell-Miller m/s a recommendation that universal design and all-age friendly accommodations be incorporated into the plans for all three community spaces. Voice vote – All AYES. Theis will draft a letter to this effect to the Mayor of Ashland, City administration, and APRC Director Black; Glatt will send this out after review.

c. Education Report

Mettler provided a [flyer](#) of upcoming events. She reported that the Life History Story Time event on February 26, 2020 was well-received; all who attended had a meaningful experience exchanging stories. She also encouraged all ASAC members to attend Ron Kohl's "Avoiding Frauds, Scams and Cons" presentation on March 11, 2020, and help spread the word about this valuable educational opportunity for seniors. SSD staff is working on education events for summer and beyond, including plans for a Senior Employment Fair in 2020.

d. Senior Services Superintendent Report

Glatt referred to her report included in the meeting packet, highlighting the provided statistics, which show a climbing trend in service provided due to increasing public awareness of the SSD. She also called attention to the new *Seniors Celebrating Creativity* art exhibit at the Senior Center. Casserly helped Glatt connect with OLLI art instructor Ruddy Havill, who is volunteering to oversee and curate the exhibits, and has recruited several OLLI students as exhibitors. There is now a lineup of artists who will exhibit through the rest of the year, and this senior-led effort fits with the mission of celebrating all that seniors have to offer. She invited all ASAC members to the exhibit opening on March 13, 3:30-5pm. She also invited all to the Volunteer and Instructor Appreciation Tea on April 29, 3:30-5pm. Finally, she asked all to recommend anyone suitable they know for the RVCOG Senior Advisory Council, which is seeking more members.

ITEMS FROM ASAC MEMBERS AND WORK GROUPS

a. Advocacy: Age-Friendly Communities

Bellegia announced that Ashland's application to the AARP Network of Age Communities has been approved, and the Director of AARP in Oregon will make a presentation to the City Council officially welcoming Ashland into their network. The next step is the needs assessment, which can draw from data already collected for the City's livability survey and the restructuring of old Ashland Senior Program. More data is needed from non-senior age groups. Theis and Bellegia are working, with colleagues around the state, on an initiative to make Oregon an Age Friendly State.

b. New ASAC Member

Gardiner reported that he, Glatt and Theis have interviewed prospective new ASAC members, and he has appointed Gina DuQuenne as a new member to start at the May meeting. DuQuenne has numerous roles in the community, City Housing & Human Services Commissioner, Chamber of Commerce member, Rotary Club member, Children's Advocacy Center board member, and founding member of Southern Oregon Pride. She will help ASAC cast a wider net to connect with new and different groups. The remaining member opening, reserved for a program participant, may be filled at a later date.

c. Advocacy: SOU Aging Services Major

This shared that she, Bellegia and Glatt participated in an SOU meeting about their new program for training aging services professionals. This project has been in the works for several years. Recently the SOU provost mandated the launch of a major or minor in aging services, led by Professor Larry Gibbs. Bellegia added that the University will offer this course of study starting next fall as a concentration under the B.A. in Health Administration and plans to develop a separate certificate program in the future.

UPCOMING MEETINGS

- a. Monday, May 11, 3:30-5:00pm, at Ashland Senior Center, 1699 Homes Ave
- b. Monday, July 13, 3:30-5:00pm, at Ashland Senior Center, 1699 Homes Ave

Adjournment – 5:00 pm

Respectfully submitted,
Natalie Mettler, Senior & Adult Services Coordinator, Ashland Parks and Recreation Commission

DRAFT

Senior Services Superintendent Report to Ashland Senior Advisory Committee November 2020

This report covers August through October 2020. The September ASAC meeting was cancelled due to the Alameda fire, and previously the May and July ASAC meetings were cancelled due to COVID-19 (reports attached).

Services

- The first quarter of fiscal year 2020-21 shows an increase in activity visits as programming resumed with outdoor and virtual classes and events. Services continue to be higher than activities, but all are lower than our pre-pandemic rates.

Senior Services Division - Program Statistics FY 2020-21

	Jul	Aug	Sep	YTD Ave. Visits/mo	YTD Total	2019-20 Comparison	
						2019-20 Ave. Visits/mo	Total FY
Fitness visits	15	75	35	42	125	410	4918
Recreation visits	3	29	12	15	44	150	1798
Education visits	0	0	39	13	39	24	292
Special Events visits	0	42	0	14	42	52	622
All Fitness, Recreation & Educ.	18	146	86	21	250	636	7630
Partner/Vol Services	20	15	16	17	51	44	523
Bus/Valley Lift (excludes tokens)	18	12	8	13	38	N/A	N/A
Special resource distribution	19	13	30	21	62	24	286
I&R contacts (includes outreach)	261	213	261	245	735	305	3654
Resource Consultations	2	6	5	4	13	6	67
All Services	320	259	320	75	899	378	4530
TOTAL PER MONTH	338	405	406	104	1149	1013	12160

	Jul	Aug	Sep	Ave. hrs/mo	Total YTD	Ave. hrs/mo	Total FY
SSD Volunteer Hours							
Instructors/Providers	4	3	4	4	11	17	208
Office/Events/Programs	4.5	20	6	10	31	13	156
Partner Volunteer Hours	12	8	8	9	28	20	240
Total SSD Volunteer Hours	20.5	31	18	6	42	30	363

- Although Ashland Senior Center and other APRC facilities remain closed to the public, the Senior Services Division (SSD) continues to serve older adults remotely with many services. Information and referral via phone/email/website is our largest service, linking seniors and their families to current community services. We continue to maintain a special resource page at ashland.or.us/COVID19SeniorResources which gets about 50 visitors per day.

- RVCOG’s Food & Friends program packages about 1250 meals per month at Ashland Senior Center for home delivery or scheduled pick up.
- Adopt a Neighbor Ashland matches volunteers to at-risk neighbors for help with shopping and errands. Although enrollment and volunteers are much less than at the outset, the program currently serves 35 vulnerable households who will need the service until there is a successful COVID-19 vaccine. Originally a rapid response effort created collaboratively with a citizen group, the program is being transition a more sustainable in-house model and will follow all APRC standards. The Senior Services Division will run the program with help from the APRC Volunteer Coordinator.
- The Senior Phone Buddy program matches seniors to peers for phone/video chat socializing. It was initiated in April 2020 to address social isolation due to COVID-19. A total of 64 seniors enrolled in the program initially, and 48 are still active. Coordinator Mettler organized an evaluation of the program in August. When surveyed by phone, satisfaction with the program was high overall, although some participants have needed to be re-matched once or twice. Participants said they appreciated having someone check in with them, making a new friend, helping others, and having something fun and enjoyable to do while staying home. “It gives me something to look forward to,” shared one participant. Based on the evaluation, we hope to adapt this program during 2021 to a volunteer model sustainable for a long-term antidote to social isolation among seniors.
- Circulation on the [Senior News](#) has grown from 600 in 2018 to now reach 770 people each month. It is mailed to 450 patrons and emailed to an additional 250 patrons plus 70 professionals in our partner network.
- Volunteer Judy Blue offers remote computer tutoring.
- Volunteer Christine Meredith, from the Senior Health Insurance Benefits Assistance (SHIBA) program run by our partner Community Volunteer Network, offers Medicare insurance appointments via phone.
- Glenda Rackleff and Heidi Gottlieb, the Foot Clinic nurses, raised \$800 in anonymous donations to expand the low-income clinic through the end of fiscal year to be able to serve clients from the waiting list. The Clinic is now serving 16 individuals with ongoing care. The nurses are providing care in their private office for enhanced safety during COVID-19.



Senior News
November 2020

Ashland Senior Center, 1699 Homes Avenue, Ashland OR 97520
541-488-5342 AshlandSeniorCenter.org tty: 711
seniorinfo@ashland.or.us

Firefighters' Thanksgiving Drive-Through
Monday, November 23, 1-3pm
Ashland Senior Center, Hunter Court side
Free, but registration is required:
seniorinfo@ashland.or.us or 541-488-5342

While Ashland Senior Center remains closed to the public, this year Ashland Firefighters Union is offering a drive-through celebration for seniors with pie and a chance to say hello and thanks to our Ashland Firefighters!

Please RSVP to seniorinfo@ashland.or.us or 541-488-5342, no later than noon on Friday, Nov. 20. We will give you a 15-minute arrival window to ensure no one has to wait in their car. We will also welcome those arriving on foot, but please stay at least 6' apart. **Everyone must wear a mask at all times.** We look forward to seeing you all.

Thank you to Ashland Firefighters Union for your generous donation to our community seniors!

Alameda Fire Recovery
FEMA Applications due by November 24!

As we continue to grieve after the Alameda fire, there are many efforts underway to help our communities recover. Anyone who has suffered losses not completely covered by insurance should apply for assistance from the Federal Emergency Management Administration (FEMA). Applications must be submitted by [November 24!](#)

If you have already applied and been denied, it may be due to an error on your application that can be corrected. Please seek help to find the error and reapply!

Apply at [disasterassistance.gov](#), call FEMA at 1-800-621-3362 for assistance, or get help in person. FEMA representatives are at the following three Multi-Agency Resources Centers during 8am - 6pm, seven days a week:

- Central High School, 815 S. Oakdale, Medford
- Phoenix Civic Center, 220 N Main St
- Talent Elementary School, 301 W Wagner St.

ROGUE VALLEY REBUILDS
For more help with your post-fire recovery, visit the County's new website at [RogueValleyRebuilds.org](#).

Alameda Fire Response

- With the Alameda fires on September 8, Ashland Parks and Recreation staff were again deployed in the City of Ashland Emergency Operations. APRC is responsible for the “care and shelter” part of the City’s emergency response. We coordinated closely with county-wide response, which includes social service coordination through [roguevalley.recovers.org](#). Superintendent Glatt was part of the team that mobilized a City of Ashland helpline and resource webpage to direct the many citizen inquiries seeking aid or ways to help, while other team members worked on short and long-term shelter issues. The webpage had over 6000 views in the first few days and then served about 100 visitors per day for weeks. The

helpline and resource page were maintained through the end of October. Now the County of Jackson is running a coordinated recovery effort, with a resource page at RogueValleyRebuilds.org.

- Senior Services Division, with the help of volunteer Kathy McNeal, reached out to all patrons with a Talent or Phoenix address so check that they were okay. Several patrons and one volunteer are known to have lost their homes. Staff has helped them connect with relief and recovery resources.

Education and Recreation Programming

- Gentle Yoga and the Discussion Group were offered outdoors during August and September, on the grass off the Senior Center deck. Participants were pleased to connect with each other and enjoy activities in the beautiful shady location. However, smoke from the Alameda fire forced Gentle Yoga to go virtual for the last few weeks and ended the Discussion group, whose members are not interested in a virtual group.
- Our popular month lecture series resumed in September, now in a virtual format. Virtual education for seniors is gradually catching on. Although the audience is smaller than our former in-person classes, we hope that more seniors will join in over time as they accept the new normal and hear from peers that it is easy and worthwhile. Recent classes were:
 - “Fall Reduction Workshop” by Providence Medical Services on September 16
 - “Medicare 101 and Open Enrollment” on October 7
 - “Fast, Powerful Tools to Harness Worries and Turn the Winter Holidays into Pure Joy” on October 21
- Pre-registered classes over Zoom started in October with “Gentle Yoga” and “Art is for Everyone.” Coordinator Mettler promoted virtual yoga with testimonials from the first students, such as: “I was a little apprehensive of taking a class via Zoom, not being very computer literate. I had to laugh at myself as I thought for sure I had done something wrong as it was so easy to download and sign into a class. I have not hesitated to sign up for other classes using the same platform and love participating from the safety of my home.” November yoga classes are now full!
- Drive-through events provide both much needed fun and an opportunity for staff to check on and connect with seniors who have been isolated for many months. Our generous event sponsors provide the treats, and masks and distancing are required for all. Events so far include:
 - The Ice Cream Social Drive-Through on August 19, sponsored by Village at Valley View, served 42 people.



- The Halloween Drive-Through on October 30, sponsored by Mapleridge, Right at Home, Skylark, and Retirement Connection, served over 30 people.



- Upcoming events:
 - At the Firefighters Thanksgiving Drive-Through on November 23, the Ashland Firefighters Union will serve pie and beverages.
 - A Holiday Lunch Drive-Through on December 24 will serve a hot lasagna lunch provided by Village at Valley View. We expect that Ashland Rotary will again provide gifts.
 - Jackie Bachman and her friends from an OLLI improvisation class are working on a “radio play” that will be presented via Zoom, with a call-in option available for seniors who don’t use the internet. The show is tentatively scheduled for February 10, 2021.

Partnerships

- The Division collaborated with Ashland Fire and Rescue (AFR) on their grant-funded Smokewise Air Purifier program to provide low-income community members who are most vulnerable to smoke with a free room air purifier. AFR received 634 qualified applications for 500 purifiers. Senior Services Division staff helped 43 seniors enroll, and 36 received a free air purifier.
- Glatt met with the new Interim Executive Director of Ashland Emergency Food Bank, Ray Hatcher, to discuss ways to improve mutual referrals and collaborate on food security issues for seniors. The Food Bank now has enough volunteers to provide home delivery for homebound seniors and people with disabilities.
- Staff investigated the viability of a drive-through flu shot clinic for seniors in October, using a vendor who could bill patients’ insurance directly. The CDC strongly recommends that people keep up with flu shots and other vaccinations during the pandemic. However, when

the Alameda fire redirected staff resources to a fresh disaster response, this idea was postponed until 2021. The importance of flu shots was promoted in the *Senior News*.

Public Awareness

- Senior Services Office Assistant II Corey Whitaker is now posting on the [APRC Facebook Page](#) at least twice a week to promote upcoming classes and events for seniors and celebrate completed events or stories about patrons.
- We continue to promote programming through the *Senior News*, the *City Source* newsletter that goes out with Ashland utility bills, emails, press releases, and more.

Advocacy

- The ASAC age-friendly work group has renamed the initiative to be inclusive of all ages. The new name is “Livable Ashland: an All-Age Friendly Community,” or “Livable Ashland” for short. New members of the Steering Committee are helping to broaden the perspective. The Steering Committee plans to meet monthly via Zoom to plan the needs assessment process and inclusive input from community stakeholders.

Staff Training

- During the pandemic, Senior Services staff have benefited from increased availability of free or low-cost webinars available for staff development. Recent topics attended by staff include suicide prevention, suicidality in older adults, Americans with Disabilities Act and application to aging, scams and financial exploitation targeting rural elders, social isolation, and several dementia-related topics.
- Mettler, Whittaker, and Glatt are each taking a free online course in four modules, “A Public Health Approach to Alzheimer’s and Other Dementias.”
- Staff are also participating in a series of classes offered by the Oregon Recreation and Parks Association to raise awareness on equity, diversity & inclusion issues. Recent topics include Implicit Bias and Understanding Oppression.
- Glatt attended a course on Cost Recovery, a model designed to help parks and recreation departments be more judicious about spending and subsidies for maximum community value and sustainability. The whole Ashland Parks and Recreation department is now engaging with a consultant to evaluate our budget and fees prior to planning the budget for Biennium 2021-2023 next spring.

*Respectfully submitted by Isleen Glatt, Senior Services Superintendent
November 4, 2020*

Senior Services Superintendent Report to Ashland Senior Advisory Committee May 2020

The May 11 ASAC meeting was cancelled due to COVID-19. This report will be submitted to ASAC members via email.

COVID-19 Response

Since before ASAC met on March 9, Ashland Parks and Recreation and the Senior Services Division have been working almost full time on emergency response for COVID-19.

Older adults are among those most vulnerable to COVID-19, which has compounded the challenges that many older adults already face with food insecurity, social isolation and chronic conditions. Ashland Senior Services Division (SSD) mobilized quickly to protect seniors from transmission and develop new services to support seniors in this time of physical distancing.

When Governor Brown issued emergency guidance on March 12, SSD immediately canceled all non-essential senior activities at both the Ashland Senior Center and the Grove as of March 13. Although Ashland Senior Center is closed, essential services to seniors continue:

- Staff provide support, information, and referrals via phone and email and link seniors to current community services. Updated resources are also available at ashland.or.us/COVID19SeniorResources.
- Our partner Rogue Valley Council of Governments continues to operate a modified Food & Friend/Meals on Wheels program from Ashland Senior Center for home delivery and scheduled meal pick up only. Capacity has expanded with additional emergency funding for senior nutrition.
- SSD has developed or collaborated on multiple new services to help our most vulnerable seniors. (See details under Vulnerable Seniors below).

The Senior Services Division is also an active partner in Rogue Valley Community Organizations Active in Disaster (RVCOAD), which runs roguevalley.recovers.org, a site to link volunteers and those in need to the organizations that need or can offer help at this time.

Vulnerable Seniors

SSD now offers several alternative programs to safely serve vulnerable older adults during the pandemic, and we will continue these programs as long as needed and useful:

- Staff and volunteers make outreach calls to seniors to check in, offer new services, and refer to other needed resources. Outreach started with the most vulnerable seniors then expanded to all the seniors for whom we have phone numbers. The monthly newsletter reaches additional senior patrons.
- We are collaborating with Adopt a Neighbor Ashland, launched March 27, which matches volunteers to at-risk neighbors for help with shopping and errands. (See attached flyer.) SSD staff enroll additional seniors and follow-up with any participant who requests additional referrals beyond the shopping/errands scope of Adopt a Neighbor.

- The Senior Phone Buddy program, launched April 1, matches seniors to peers for phone/video chat check-ins and socializing. (See attached flyer.)
- Starting May 1, SSD partnered with Ashland Family YMCA to help seniors with critical needs that can't be met by other community resources during the pandemic, such as transportation to medical appointments or help with safety needs in the home or yard. Compliance with safety precautions such as masks and physical distancing is required to participate.
- One of our volunteer computer tutors, Judy Blue, has retooled to help seniors remotely with one-to-one tutoring on tech issues related to staying at home, like setting up a Zoom account, figuring out online delivery programs, or accessing online learning content.

Service Statistics & Programming

- Due to the COVID-19 crisis, March service statistics dropped dramatically from the highs in January and February.

COVID-19 shut down 3/13/20

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	YTD 19-20 Ave. Visits/mo	YTD Total
Fitness visits	611	659	568	682	593	513	571	576	145	546	4918
Recreation visits	214	268	201	241	190	172	241	229	42	200	1798
Education visits	0	47	35	54	26	0	37	70	23	32	292
Special Events visits	134	0	125	0	85	125	153	0	0	69	622
All Fitness, Recreation & Educ.	959	974	929	977	894	810	1002	875	210	848	7630
Partner/Vol Services	44	55	49	64	55	56	54	63	21	51	461
Bus/Valley Lift (excludes tokens)	24	22	25	27	22	24	27	52	26	28	249
Staff I&R contacts	237	235	223	287	220	242	396	343	196	264	2379
Staff Resource Consultations	11	2	6	4	4	1	9	8	2	5	47
All Services	316	314	303	382	301	323	486	466	245	348	3136
TOTAL PER MONTH	1275	1288	1232	1359	1195	1133	1488	1341	455	1289	10766

SSD Volunteer Hours	July	August	September	October	November	December	January	February	March	Ave. hrs/mo	Total YTD
Instructors/Providers	8	7.5	30	40.5	23	18.5	34.5	26.5	12	22	201
Office/Events/Programs	11	22.75	4	7.5	11.5	24.5	20	12	7	13	120
Total SSD Volunteer Hours	19	30.25	34	48	34.5	43	54.5	38.5	19	36	321

- At our last event before the Center closed, local expert Ron Kohl, a retired detective and Crime Prevention Specialist, presented on "Avoiding Frauds, Scams, and Cons" to 23 participants on March 11.



Partnerships

- See under Vulnerable Seniors regarding partnerships with Adopt a Neighbor Ashland and Ashland Family YMCA.
- Skylark Assisted Living and Memory Care offered to deliver a ‘home-cooked’ meal and a gift basket to cheer up vulnerable seniors. SSD staff identified 12 seniors who are particularly isolated and/or frail, most very low income, who welcomed the gift and authorized us giving their contact information to Skylark. If the Skylark project goes well, we may seek other donors to reach more seniors.
- Ashland Fire and Rescue has asked SSD to participate in their grant-funded program to provide home air purifiers for citizens most at risk from smoke during both controlled burns and summer wildfires. (See [press release](#).) Details on the program criteria, role of SSD, and implementation date are not unknown at this time.

Public Awareness

- The Division has been featured in the press many times since the COVID-19 crisis began:
 - <https://ashlandtidings.com/news/top-stories/ashland-senior-meals-programs-to-continue>
 - <https://kobi5.com/news/ashland-starts-adopt-a-neighbor-program-125626/>
 - <https://ashlandtidings.com/news/top-stories/ashlanders-take-to-adopt-a-neighbor-program>
 - <https://ashlandtidings.com/news/top-stories/ashland-to-buy-air-purifiers-for-high-risk-residents>
 - <https://ashlandtidings.com/topics/aging-happens/uplifting-services-offered-during-pandemic>
 - <https://ashlandtidings.com/news/coronavirus/ashland-seniors-can-find-a-phone-buddy>
 - <https://ashlandtidings.com/news/top-stories/ashland-laundromat-delivers-amid-covid-19>
- Bellegia and Russell-Miller have created a draft PowerPoint presentation that Glatt or ASAC members can use to speak at local service clubs and other venues, to build support and solicit donations.
- Glatt and City Council Member Tonya Graham have been invited to present at the National Council on Aging’s annual conference Age+Action, June 8-10, which will be a virtual conference this year. The presentation will describe the rapid mobilization of programs to help older adults and people with underlying health conditions stay safely at home, including the Adopt a Neighbor Ashland collaboration, Senior Phone Buddy, and the YMCA partnership.

Advocacy

- Bellegia and Theis participated an April 3 Zoom meeting of the AARP Network of Age-Friendly States and Communities (NAFSC) members in Oregon.
- Bellegia advocated with several organizations to raise awareness about senior issues related to COVID-19:
 - Suggested JPR interview John Forsyth on reviewing/revising one’s advance directive in light of the COVID situation (which they did).
 - Spoke with the new Asante palliative care physician to encourage them to counsel/educate their healthcare consumers about the unique treatment decision making tree facing those diagnosed with COVID
 - Suggested JPR do a Jefferson Exchange show on issues relating to seniors who have had to withdraw from volunteering due to COVID, which is a loss for nonprofits who

are simultaneously seeing increased demand for their services, and a loss for retired volunteers whose jobs and sense of purpose have been interrupted.

Budget/Facilities

- Although most operational costs continue during the COVID -19 crisis, SSD has been able to reduce a few costs during this time when the Senior Center is closed to public. The most significant cost saving was to change janitorial service to from five days a week to just one; other savings include lower utilities for the building, reduced number of pages in the monthly newsletter, and stopping Netflix and newspaper subscriptions.
- A water stain has appeared on the ceiling of the activity room, suggesting a possible roof leak. Parks staff are investigating the problem and solution.

*Respectfully submitted by Isleen Glatt, Senior Services Superintendent
May 6, 2020*

Senior Services Superintendent Report to Ashland Senior Advisory Committee July 2020

The July 13 ASAC meeting was cancelled due to COVID-19. This report is submitted to ASAC members via email.

COVID-19 Services

- Although Ashland Senior Center and other APRC facilities remain closed to the public, the Senior Services Division (SSD) continues to serve older adults remotely with:
 - Information and referral via phone/email/website and help linking seniors to current community services (ashland.or.us/COVID19SeniorResources)
 - Phone outreach to check in on vulnerable seniors and offer services
 - Senior Phone Buddy program which matches seniors to peer for phone/video chat check-ins and socializing (currently serving 65 seniors)
 - Collaboration with Adopt a Neighbor Ashland which matches volunteers to at-risk neighbors for help with shopping and errands (currently serving 80 vulnerable households)
 - Remote computer tutoring by a volunteer on issues related to staying at home, such as setting up a Zoom account, figuring out online food delivery programs, or accessing online learning content
- Our partner Rogue Valley Council of Governments continues to operate a modified Food & Friend/Meals on Wheels program from Ashland Senior Center for home delivery and scheduled meal pick up only. They will not resume congregate meals until Jackson County enters Phase 3 of reopening.
- SSD continues to publish the *Senior News* monthly to our mailing list of 440 and email list of 300. Most articles focus on safety and special services during COVID-19. View issues at ashland.or.us/seniornews.
- SSD's special programs developed for COVID-19 will continue through Oregon's phased reopening, as many seniors will continue to protect themselves by staying at home as much as possible. Senior Phone Buddy will continue permanently if there is sufficient interest, as a long-term antidote to the social isolation experienced by many older adults even in normal times.

Planning for Reopening

- Based on local, state and federal guidance, staff are developing strategies and protections for a limited reopening of Ashland Senior Center when permitted by the City. We will likely open later than other APRC facilities, in an abundance of caution for our vulnerable audience.
- To help with the planning process, SSD sent patrons a "Survey for Reopening Senior Programs" in the June *Senior News*. It is also posted on the City's [Engage Ashland website](#). The survey closes July 15. So far, over 120 seniors have responded.

- A separate survey for gentle yoga students had 67 responses: a majority of students reported readiness to come back to classes outdoors or in the large Grove gym, with safety precautions in place. All were willing to provide their own props to avoid shared surfaces. Slightly less than half expressed interest in a live online class via Zoom.
- Staff are experimenting with new ways of connecting with isolated seniors until such time as in-person activities can resume. Replicating a model being used by other senior centers in the state, we are piloting our first “drive-up” meet and greet, starting with a jigsaw puzzle check out on Thursdays. Masks and distancing are required for both staff and patrons, and all returned puzzles will be quarantined.
- APRC staff are developing only outdoor and online programming for summer and fall. A pilot of outdoor gentle yoga classes and small social meetings in Hunter Park will start late July, with preregistration, limited numbers, distancing and sanitation practices. We are working on the technology to offer live online classes via Zoom starting late summer or early fall.
- Staff are working on interior modifications at the Senior Center in preparation for future reopening:
 - A plexiglass barrier was installed at the reception area, and two portable desk barriers are on order.
 - Three wall-mounted and one free-standing hand sanitizer dispensers were installed.
 - The old upholstered armchairs were removed, because fabric upholstery cannot be easily sanitized between users.
 - Sturdy resin plastic armchairs were purchased for use in outdoor activities. The same chairs will also serve inside if needed until furniture with a cleanable upholstery can be purchased.

Partnerships to Support Vulnerable Seniors

- [Adopt a Neighbor Ashland](#) continues to serve vulnerable residents with volunteer help for shopping and errands. Adopt a Neighbor citizen leaders coordinate the website, while APRC staff support participants and coordinate volunteers; Senior Services staff provide referrals for other needs and ongoing support for high-risk seniors.

Many of the volunteers have returned to work during Phase 1 and 2. Since Oregon Health Authority still urges those most vulnerable to COVID-19 to stay home as much as possible, APRC staff launched a wave of publicity in June to recruit new volunteers.
- The [Sewing Masks and Protective Gear Facebook Group](#) and Adopt a Neighbor Ashland volunteers donated over 130 handmade cloth masks which SSD is distributing to seniors. Adopt a Neighbor Ashland volunteers deliver masks by bike directly to seniors at SSD request, or some seniors pick up a mask at the Senior Center by appointment.
- SSD has partnered with Ashland Fire and Rescue on their grant-funded [Free Air Purifier Program](#). The program aims to protect our most vulnerable citizens from the effects of smoke by supplying free HEPA grade room air purifiers. The program will distribute 500 purifiers to Ashland residents with both financial need and extra vulnerability to smoke (adults over age 65, children under 15, and anyone predisposed by heart and lung problems such as asthma and COPD). Applications are being accepted July 1 – July 15. SSD staff are

doing outreach to seniors and completing applications over the phone, and will take calls for help operating the purifiers once distributed.

- The Foot Care Clinic, which serves low-income seniors who have health conditions that make clinical foot care vital, is struggling with funding this fiscal year. When OSF closed for the year, our funder Soroptimist International of Ashland lost their primary fundraising from the rental of seat cushions and blankets at OSF. They were only able to donate \$750 of their usual \$1000/year donation which subsidizes the care. We are seeking new donors.
- Skylark Assisted Living and Memory Care offered to deliver gift baskets to seniors in June and July. SSD staff identified twelve patrons who are particularly isolated and/or frail and most very low income, who welcomed the gift. An additional six seniors requested a gift basket after reading about it in the July *Senior News*.
- Long time Food & Friends Site Coordinator Jane Davis has moved out of the area. A dedicated volunteer, Zara Davis, started as the Ashland Site Coordinator on June 1.
- Staff completed a Memorandum of Understanding with Community Volunteer Network to formalize our long-term relationship with the Senior Health Insurance Benefits Assistance (SHIBA) program, in which a highly trained volunteer helps seniors navigate Medicare and supplemental insurance plans.

Service Statistics

- April and May statistics reflect no in-person services, but high numbers of calls, emails, and remote support. During April-May, staff and volunteers made almost 500 outreach calls to check in and offer assistance to seniors during the COVID-19 crisis. About 30% of seniors reached in person signed up for Adopt a Neighbor Ashland or the Senior Phone Buddy Program, or both. The outreach calls generated almost half of the total people enrolled in each program; the other participants enrolled through publicity or word of mouth.

Senior Services Division - Program Statistics FY 2019-20

COVID-19 shut down 3/13/20

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	YTD 19-20 Ave. Visits/mo	YTD Total
Fitness visits	611	659	568	682	593	513	571	576	145	0	0	447	4918
Recreation visits	214	268	201	241	190	172	241	229	42	0	0	163	1798
Education visits	0	47	35	54	26	0	37	70	23	0	0	27	292
Special Events visits	134	0	125	0	85	125	153	0	0	0	0	57	622
All Fitness, Recreation & Educ.	959	974	929	977	894	810	1002	875	210	0	0	694	7630
Partner/Vol Services	44	55	49	64	55	56	54	63	31	5	23	45	499
Bus/Valley Lift (excludes tokens)	24	22	25	27	22	24	27	52	26	9	10	24	268
I&R contacts (includes outreach)	237	235	223	287	220	242	396	343	196	591	380	305	3350
Resource Consultations	11	2	6	4	4	1	9	8	2	9	5	6	61
All Services	316	314	303	382	301	323	486	466	255	614	418	380	4178
TOTAL PER MONTH	1275	1288	1232	1359	1195	1133	1488	1341	465	614	418	1073	11808

SSD Volunteer Hours	July	August	September	October	November	December	January	February	March	April	May	Ave. hrs/mo	Total YTD
Instructors/Providers	8	7.5	30	40.5	23	18.5	34.5	26.5	12	0	2	18	203
Office/Events/Programs	11	22.75	4	7.5	11.5	24.5	20	12	7	16	15.5	14	152
Total SSD Volunteer Hours	19	30.25	34	48	34.5	43	54.5	38.5	19	16	17.5	32	354

Public Awareness

- The April [Tidings/Mail Tribune article](#) on the Senior Phone Buddy program was reprinted in the 5/7/20 Ashland Community Connections guide distributed free to all Ashland addresses.
- Superintendent Glatt and City Council Member Tonya Graham presented virtually at the National Council on Aging's annual conference Age+Action, June 8-11. The presentation described our rapid mobilization of programs to help older adults and people with underlying health conditions stay safely at home, including the Adopt a Neighbor Ashland collaboration, Senior Phone Buddy, and a partnership with YMCA.
- Superintendent Glatt was interviewed by two TV stations about Adopt a Neighbor's search for new volunteers. Stories appeared on KOBI Channel 5 on 6/22/20 and KDRC Channel 12 on 6/23/20.

Advocacy

- Anne Bellegia convened a steering committee on July 2 to move forward with the all-age friendly communities initiative. Current members of the steering committee are ASAC members Anne Bellegia, Sandy Theis, and Stef Seffinger; Katharine Danner of Ashland at Home; Jackie Bachman of OHRA and the City's Housing and Human Services Commission; and Superintendent Glatt. Initial steps include developing a list of stakeholders/advisors representing diverse sectors and working on a baseline assessment, to include a summary of existing data.

Staff/Training

- Superintendent Glatt attended the National Council on Aging's virtual conference Age+Action during June 8-11, identifying national best practices, emerging trends, and COVID-19 strategies to implement in the Senior Services Division.

*Respectfully submitted by Isleen Glatt, Senior Services Superintendent
July 9, 2020*



Ashland Senior Advisory Committee 2021 Meeting Calendar

Monday, January 11, 3:30-5:00pm

Monday, March 8, 3:30-5:00pm

Monday, May 3, 3:30-5:00pm

(moved to 1st Monday due to APRC Furlough May 10)

Monday, July 12, 3:30-5:00pm

Monday, September 13, 3:30-5:00pm

Monday, November 8, 3:30-5:00pm

Unless otherwise indicated, the Ashland Senior Advisory Committee meets on the second Monday of odd numbered months, 3:30-5:00pm. During the COVID-19 pandemic, meetings are held on Zoom. When safe to do so, meetings will resume in-person at Ashland Senior Center, 1699 Homes Avenue.

All meetings are open and have an opportunity for public input. Agendas are posted at ashland.or.us/APRCAgendasAndMinutes about five days in advance of each meeting.