

City of Ashland
PARKS AND RECREATION COMMISSION
SENIOR PROGRAM ADVISORY COMMITTEE (S-PAC)
MEETING MINUTES
August 13, 2018

Committee Members Present:

- Anne Bellegia, Citizen Member (OLLI Community Outreach)
- Rob Casserly, Citizen Member (SOU, OLLI Program Manager)
- Mike Gardiner, APRC Commissioner
- Mike Hersh, Citizen Member (Senior Program Stakeholder & Volunteer / S-PAC Vice Chair)
- Stef Seffinger, Ashland City Councilor
- Sandy Theis, Citizen Member (RVCOG Senior Advisory Council / S-PAC Chair)

Staff Members Present:

- Michael Black, APRC Director
- Rachel Dials, APRC Recreation Superintendent
- Susan Dyssegard, APRC Executive Assistant
- Isleen Glatt, APRC Senior Services Superintendent
- Natalie Mettler, APRC Senior Services Assistant

Committee Member Absent:

- Mary Russell-Miller, Citizen Member (SOU Faculty Member)

I. Opening (1 minute)

S-PAC Chair Sandy Theis called the meeting to order at 2:58pm at the Ashland Senior Center, 1699 Homes Ave in Ashland.

II. Approval of Minutes – June 4, 2018 (all, 2 minutes)

Mike Gardiner moved / Mike Hersh seconded approval of the June 4 S-PAC minutes as presented.
The vote was all yes.

III. Additions or Deletions to the Agenda (all, 1 minute)

None.

IV. Welcome New Senior Services Superintendent (all, 5 minutes)

Theis welcomed new Senior Services Superintendent, Isleen Glatt, and the newest S-PAC member, Anne Bellegia.

V. Public Input (10 minutes)

None.

VI. Introductions (all, 25 minutes)

Sandy Theis explained the benefit of introductions, given the new Superintendent and S-PAC member present today. She suggested three to four minutes per person for introductions, including all APRC staff present.

Theis began: She came to Ashland in 2000 for a job as Associate Dean of the Oregon Health and Science University (OHSU) School of Nursing at the Ashland Southern Oregon University (SOU) campus as well as at the Klamath Falls Oregon Institute of Technology (OIT) campus. In 2006 she became interim Dean for the OHSU nursing program for the entire state of Oregon, responsible for five campuses. She retired in 2008 and had since done some consulting work, primarily with curriculum development. Theis had worked in nursing education since college; her dissertation was an experimental study of older adults and learning, and she was involved in research and projects about family caregiving. She was particularly interested in gerontology and family support services around issues of dementia and physical illnesses. Prior to moving to Ashland, she taught in nursing diploma programs in Evanston, IL, and at the University of Chicago. Since relocating to the area, she has been active in OLLI, the American Association of University Women (AAUW), the Senior Advisory Council for Rogue Valley Council of Governments (RVCOG) and her church.

Anne Bellegia moved to Ashland in 2006 to work as a consultant in the healthcare industry. Before her retirement in 2011 she became active in OLLI and as a hospice volunteer. She was involved with RVCOG Senior and Disability Services (SDS) as part of their Senior Advisory Council, and was on the state steering committee on long-term care and caregiving. As a hospice volunteer, she had observed the shortage of caregivers for seniors and remained interested in supporting services for seniors, given the coming demographic trends. She was a member of ASPAC and wanted to remain involved in the process of developing the Senior Services Division, which she sees as a big opportunity for Ashland.

Mike Hersh and his wife, Char, moved to Ashland in 2001. He had a graduate degree in engineering and an MBA and had first worked as an aerospace engineer, then marketed aerospace components to large aerospace organizations such as Lockheed, Boeing and NASA. He strives to be useful to his community and, as such, volunteers with the Police Department, the Food Bank, the Tudor Guild, Meals on Wheels and at ScienceWorks Museum. As a volunteer driver for Meals on Wheels, he observed that most of the local clients of the program were "super seniors" – those over 80 years old, frail and often with some level of dementia that could lead to paranoia.

Rob Casserly first came to Ashland on his honeymoon and fell in love with it. He has lived in Ashland since 2001. He has worked in non-profit management for 23 years and is currently the OLLI Program Manager. He served on ASPAC and opted to stay involved with S-PAC so he could continue his contributions toward moving Senior Services out of the crisis of the past year. He offered to help Glatt settle into her new position as Senior Services Superintendent, as he understood the challenges of coming into a job following a beloved predecessor, a situation he faced five years prior.

Stef Seffinger served as chair of the Ashland Parks and Recreation Commission before becoming a City Councilor. She has had a long interest in senior issues, having taken care of her mother and stepfather who suffered from dementia. She learned firsthand how challenging it could be to take care of seniors. She expressed some frustration about getting people as interested as she would like in senior issues, particularly on a City level. She stated that it was important to find out both what seniors needed and what they wanted. It was important to think and plan ahead, such as with age-friendly housing. This would be difficult in Ashland, because there was not

a lot of variety in housing options. She said the City needed to look at making Ashland more ADA-accessible, such as providing sidewalks along Winburn Way and other places. She noted that many local seniors liked to join City commissions but didn't always advocate for seniors. They also didn't always understand, when voting for something, how it might impact senior needs and ability to comply; an example was the ordinance to clean snow off sidewalks within two hours after snowfall. Seffinger is very interested in developing transportation options for seniors. She has been involved with the Ashland-at-Home program (her husband serves on the board), which facilitates independent living for seniors. She feels there are more seniors in Ashland than is generally known, many of whom suffer from limitations such as reduced income levels upon their spouses' death. She pointed out some relevant demographics and said diversity was wonderful and Ashland should strive to attract young people. She said Ashland has a college population as well as an over-50 generation but lacks the segment of population in their 30s and 40s. To have a better safety net for older citizens, Ashland needs to engage the generation of people ages 55-65 years old, as that is the group that volunteers most often and could potentially serve as caregivers. It is important for experienced adults to work to support everyone in the community, especially the oldest and most vulnerable.

Mike Gardiner said he moved to Ashland with his family in 1986 for a job transfer with the trucking business for which he worked. Ten years later he was appointed to the City of Ashland Planning Commission. He volunteered in this capacity for six years and, in 2002, wanting to be more involved in policy making, ran for and won a seat as an APR Commissioner. In 2006 he was re-elected. In 2010 he ran for reelection but lost so he redirected his energies to the Transportation Commission, which was relevant to seniors' needs. In 2014 he was re-elected as Parks Commissioner and is now, again, up for reelection in November 2018. He was on the Parks Commission when the City moved the Senior Program under the auspices of APRC, after which he felt a connection to the Senior Program and its center. As a Parks Commissioner, he attended national and state conferences such as the Oregon Recreation and Park Association (ORPA) conference. At the last two he attended, he specifically sought out information on what other cities and districts provide that address seniors' needs. He served on ASPAC, which was formed after the 2016 Performance Audit of APRC. He is happy with the current situation of the Senior Services Program and grateful to be moving forward with S-PAC and Glatt. He feels there are many opportunities to provide positive changes for the senior community.

Isleen Glatt moved to Ashland with her husband three years ago. They had been thinking ahead to their retirement but wanted to move while still working, believing that to be a better way to engage with the new community. She enjoys Ashland and its active retirement community; she loves working locally and collaborating at a regional level. Glatt had been involved with the RVCOG Senior Advisory Council for the past three years, which allowed her to get a bird's eye view of area services for seniors. Glatt holds a Master's in Public Health, with an emphasis on community education. Her parents were relatively old when they had her and she took care of them in her twenties through forties, so she had an early introduction to the caregiver world. She also had a longstanding interest in hospice, which led her first to become a hospice volunteer, then went on staff to manage a bereavement program. Later she worked for the Alzheimer's Association. Glatt stressed that supporting seniors should also include support for family caregivers. She volunteers with southern Oregon Alzheimer's Association, facilitating a monthly Dementia Caregiver Support Group here at the Senior Center. Glatt also volunteers with the Oregon Shakespeare Festival (OSF). For the past two years she worked as training and outreach coordinator with the Resolve Center for Dispute Resolution and Restorative Justice in Medford. Glatt reiterated that her current position brought together many threads, from public health to community education to outreach to coalition-building and interagency collaboration, among others. This, plus her experience managing

programs, was a big part of why Glatt felt she was a good fit for the Senior Services Superintendent position. She recognized that it was a lot to step into but was reassured knowing there were very wise people advising [from S-PAC], as well as other allies in the community.

Michael Black stated that he was originally from Utah and had worked at APRC for the past four years. After serving in active duty in the US Navy, he earned his B.A. and M.A. in urban planning and design at the University of Utah. Some of his prior work experience with city planning had included parks, although his specialization was active transportation and land use. He served as chair of the Oregon Bicycle and Pedestrian Advisory Committee (OBPAC) and on the board of the Oregon Scenic Bikeway Advisory Committee. One of his professional goals had been to bring together the City and APRC to advise about the Senior Program's enhancement and expansion.

Rachel Dials said she received a B.A. in Education from the University of Oregon and had worked with APRC since 2004. In her words, she grew up in parks and recreation, starting by volunteering since age 11. She had family ties to this area that lead her to move here in 20014. She is excited about this next iteration of the Senior Services Program, particularly with regard to intergenerational programming opportunities.

Susan Dyssegard said she moved to Ashland with her family in 2000, at which time she was working for an internet company. She holds a B.A. in English and currently lived in Talent. She has worked for APRC since 2003.

Natalie Mettler said she moved to Ashland in 2013. She holds both a B.A. in Anthropology and French and a M.A. in History. She had a personal interest in learning more about working with seniors so had started volunteering at the Senior Center with the Food & Friends meals program in May 2017. She has worked as a temporary staff member at the Senior Center since September 2017.

VII. Begin Process of Creating an S-PAC Bylaws Subcommittee (S-PAC Chair, 10 minutes)

Theis stated that there hadn't been much success in collecting sample bylaws; she suggested limiting the amount of time spent on creating S-PAC bylaws at the current meeting and a Bylaws Subcommittee instead. Bellegia asked for clarification – didn't ASPAC and other City of Ashland committees already have bylaws that could be used as models? Dyssegard replied that those groups had been looked into and the search came up dry. Black pointed to guiding sections in the City's administrative code as a place to start. Theis then asked if bylaws were needed at all. Black replied that it was a good idea to have them. Hersh added that without bylaws, S-PAC might risk not appearing as a professional organization in which the public could have confidence. Although it could be helpful to develop bylaws based on other senior organizations, care would have to be taken to factor in Ashland's unique demographics. Any bylaws would need to be specific to Ashland. Since this posed a challenge, it was suggested that the process be broken into sections. Theis summed up that the new Bylaws Subcommittee, comprised of a few individuals who would look at what was needed, could decide that process.

Gardiner volunteered to serve on the Bylaws Subcommittee. Theis asked Casserly if he'd be willing and he said he wanted to work in whatever capacity he was needed. Glatt asked for a copy of the OLLI bylaws and Casserly said he would send them to her. Glatt said she already had sample bylaws from RVCOG. She recognized that none of the examples would exactly fit S-PAC's needs but they would provide a starting point. Bellegia noted that S-PAC was different from other City committees because it might wish to engage in fundraising and other cost-recovery activities. On that note, she asked if it would make sense to set up a foundation. Hersh spoke

affirmatively, adding that Ashland had a significant number of very wealthy seniors who could be asked to provide donations. Gardiner said this would be an opportunity to have a foundation associated with Senior Services rather than APRC. Black said donated funds would need to go into a 501(c)(3), not directly into the APRC budget.

It was decided that Gardiner, Casserly and Glatt would form the Bylaws Subcommittee. Bellegia pointed out that this was an upfront, time-limited issue. They asked if the Bylaws Subcommittee could have something to look over by the next S-PAC meeting, to which Casserly replied yes.

VIII. Discuss Creating a Workplan / Goals for Superintendent and S-PAC (Black & Glatt, 10 minutes)

Black recommended having S-PAC review the [ASPAC recommendations](#) to edit, prioritize and adopt as their own goals. He clarified that a workplan would be created by Senior Services staff toward meeting policy goals based on ASPAC recommendations. He said it was a Senior Services staff function to report the workplan to S-PAC.

Glatt requested a feasible timeline for the work on goals. With such a big set of goals, she said she would need some time to prioritize. Black added that the workplan would come out of the prioritization of the ASPAC recommendations.

Bellegia suggested having each S-PAC member create their own priority list for the ASPAC recommendations, matching goals to one-, two-, or three-year time frames. These could be discussed at the next S-PAC meeting to build consensus. Black responded that this format echoed what APRC did at their meetings. He liked to know what each Commissioner felt were top priorities. After those were identified, he found that everything else fell into place. Bellegia added that she joined S-PAC, after serving on ASPAC, because of her strong interest in community collaboration, which she wanted apply in working with Glatt on S-PAC goals.

Hersh stated that he agreed with everyone's comments and wanted staff to email out the most recent copy of ASPAC recommendations to S-PAC members in preparation for the next meeting. Dyssegard said she would send the information. Casserly pointed out that Russell-Miller would need to be informed by email; Black said this could be done with an explanatory cover memo.

Glatt said the goals discussion would be a long, hands-on meeting. She asked if there were any constraints on meeting formats and how to set the process for the upcoming meeting, as it would require special facilitation. Black answered that with the APR Commissioners, goal setting meetings were sometimes held on Fridays or Saturdays and were more informal, although they were still open to the public. Bellegia asked if the next S-PAC meeting could be set up like a Study Session rather than a Regular Meeting. It was asked whether public meeting laws associated with ASPAC would also apply to S-PAC. Black responded that a S-PAC meeting could be set up as a Study Session and that all public meeting laws equally applied to S-PAC as to ASPAC. He gave a quick overview: S-PAC was established as an official public body so all S-PAC business had to be conducted in the open. He said the hard part was avoiding inadvertent public meetings over email, when a quorum or more were communicating, as this deprived the public of their role in decision-making. Gardiner clarified that a subcommittee of S-PAC was neither a quorum nor an agenda-setting body. Black agreed and added that a subcommittee was also different from a quorum because it was not set up by the APR Commissioners, nor did they report back to relevant policy makers. Technically, S-PAC subcommittees would not have to keep meeting minutes. Bellegia asked about the application of this policy in emails. Black explained that email communication using blind carbon copy (bcc) functions was like a one-way radio that avoided the danger of inadvertent public

meetings over email. He suggested that it be included in the S-PAC bylaws that all email communication go through the S-PAC chairperson via the bcc line.

Gardiner suggested using the “dotmocracy” system for goal setting [colored dots with certain levels of priority], a method that had proven helpful with seemingly overwhelming goal lists. Black added that dotmocracy voting was a good way to recognize individual committee member priorities juxtaposed with group goals. He gave the example of the Parks Commissioners, which had used this process effectively.

Bellegia noted that it would be challenging to set an agenda for the upcoming S-PAC Regular Meeting given the many ongoing issues to be addressed. Theis and Hersh therefore suggested holding a separate study session.

IX. “Learning What Seniors Need” Discussion (all, 20 minutes)

Seffinger said this agenda item came from a meeting at which the AARP Age-Friendly Communities Program was presented to few people in Ashland. She said AARP wanted Ashland to consider becoming an age-friendly city, like Portland [see [Age-Friendly Cities](#)]. To this end, various groups across Ashland [the City, APRC, S-PAC, Ashland Chamber of Commerce, Ashland-at-Home and others] would need to work together, using mechanisms provided by APRC, such as surveying seniors about their needs. Seffinger stated that the City was looking to form an ad-hoc committee to collect information on seniors’ needs, but she asked them to hold off until the new Senior Services Superintendent started and a presentation on what seniors need could be arranged for the Council and APRC together. She clarified that this would not be a joint Study Session but an introductory way to look at the varying roles different groups might play.

Theis stated that it would be a good first public act for S-PAC, as a new group that combined the APRC, the City, and the community, to host this presentation; Seffinger agreed. Bellegia pointed to prior research, such as the 2018 ASPAC Community Needs Survey, an AARP survey in 2012 and the 2014 Assessing Livability in Southern Oregon survey, along with the City’s biannual reports that included sections on age-relevant subgroups. She suggested that this information be shared with all S-PAC members. Hersh cautioned about using survey data, stressing the importance of collecting sincere feedback from local seniors, not what seniors thought S-PAC wanted to hear. He suggested targeting adult children of super seniors rather than the seniors themselves. As a Meals on Wheels delivery driver, he had observed firsthand the livability issues facing many seniors, many of whom struggled to keep their homes clean and tidy.

Glatt suggested requested aiming for a smaller, more manageable goal, such as inviting the AARP rep to give a presentation to get people informed and united. She said a this would be a good starting point, with other steps to come later.

Seffinger indicated that such a presentation would not need to specifically address what Ashland needed to do to serve its seniors, but it would help elucidate how age-related issues impacted city planning matters like transportation. She reiterated that another benefit of S-PAC hosting such a presentation would allow the City Council to see what S-PAC was covering and would prevent the creation of a redundant City group. Gardiner found that although everyone might not necessarily be on the same page, they were at least in the same room, and the first step would be getting people together, then focusing on local issues. Theis added that this process would help identify groups interested in collaborating. Gardiner expanded that this would also help Glatt develop a better feel of the level of interest of various players and give these players an idea of S-PAC’s goals and thinking.

Bellegia stated the importance of identifying stakeholders broadly and not be limited to government groups such as City Council and APRC. There were many potential groups that might be interested in the fact that S-PAC was looking at senior livability issues, including Asante Ashland, Skylark, Brookdale and Ashland-at-Home. She noted that there was some confusion in the public realm concerning S-PAC's intent, and she felt that hosting the AARP presentation would help clarify S-PAC's role and facilitate forward movement. Seffinger briefly brought up domains of livability.

Glatt asked if "What Seniors Need" was the same as "Age-Friendly." How did these relate to each other and how would the AARP presenter frame them in her presentation? Seffinger responded that it would be helpful to start with understanding that "Age-Friendly" encompassed more than *becoming* "Age-Friendly." The AARP presentation would serve as more of an orientation than a plan. Bellegia noted that some aspects of Age-Friendly Communities simply wouldn't work in Ashland; the hills in town being one such limitation. Also, the City would have to be careful to balance the needs of seniors with those of working families, who too often felt left out of city planning that was perceived to focus on seniors and the homeless. It would be helpful to reframe the issue to emphasize that seniors were also parts of families and their needs had significant impact on adult children. Seffinger summarized this discussion in one ultimate goal: how to create communities for all ages? She pointed out that serving seniors well would benefit the whole community. This concluded by requesting a subcommittee, comprised of Bellegia, Glatt, Seffinger and Theis, to plan for a S-PAC-hosted presentation on senior needs to the community.

X. Items from S-PAC Members (all, 20 minutes)

This requested feedback on scheduling the upcoming S-PAC meeting and wondered whether it would be best to set a standing weekday for meetings and whether they should be held monthly or bimonthly. Hersh suggested a Regular Meeting on a bimonthly basis and a Study Session in intervening months, on a topic set in the Regular Meeting the preceding month. Bellegia cautioned that it might be too early to decide the nature of future meeting agendas but agreed with setting aside a fixed weekday and time for the meetings. Gardiner pointed out that voting was generally not permitted in Study Sessions and this limitation could prove cumbersome. This wondered if bimonthly meetings would be sufficient at this beginning stage of S-PAC's work but advocated for monthly meetings. Gardiner suggested monthly meetings until the end of the year, after which the need for monthly meetings could be re-evaluated. This asked if the current weekday and time [second Mondays of the month, 3-5pm] would work for S-PAC members for future meetings; all agreed and it was stated that Russell-Miller would be informed.

Seffinger proposed an informational column in *The Ashland Daily Tidings* about S-PAC's intention to host a presentation to learn about and address community needs. This said S-PAC would move forward on this once the plan for the presentation was formulated. Gardiner added that there was a monthly APRC column in *The Ashland Daily Tidings* [every fourth Thursday of the month] called *Park Views* and it would be timely to have the September piece co-written by Gardiner and Glatt, to address S-PAC's role and the forward momentum of the Ashland Senior Services Program. Glatt agreed that the timing would be good as they might have a date for the "What Seniors Need" presentation by then. Seffinger and Black spoke about formally introducing Glatt to Ashland City Council.

Bellegia requested feedback from Glatt, Hersh and Mettler about how affairs were settling with the regular congregate at the Senior Center. Glatt stated she'd received a warm welcome from the community, although there

was still some concern over last year's changes. She has been listening broadly to many diverse needs and working to build trust. Mettler advised implementing changes as gently as possible to minimize impacts on seniors still perturbed by prior events. She also noted that the lunch participants and movement class students rarely mixed, and wondered about building bridges across the senior community. Hersh asked how bridges could be built with individuals who severed ties to the Senior Center, and how Senior Services would reach those who couldn't use their services.

Casserly encouraged all S-PAC members to be available to help Glatt, should she send out an SOS, since S-PAC had a role in supporting Glatt. Seffinger added the necessity of distinguishing between what the Senior Center provided with what the senior community provided. She said these issues, as well as the recent politicized occurrences of the Senior Center, would be used in the upcoming November elections.

There was discussion, with input from Bellegia, Black, Casserly and Mettler, about incidents over the past year with political campaigning, primarily related to petition signatures collected at the Senior Center. There was a need for a clear policy on appropriate political conduct at the Senior Center. Glatt requested that these political implications be included in the next meeting's agenda and said she wanted to see a policy on political campaigning at the Senior Center before the coming election season. Seffinger and Bellegia suggested holding a candidates' forum at the Senior Center, modeled on those hosted by the League of Women Voters.

Dyssegard asked if subcommittee reports would be included in the next meeting's agenda. Theis said yes, Seffinger seconded, and all agreed.

XI. Adjournment – 5pm

There being no further business, the meeting was adjourned at 4:56pm.

Respectfully submitted,

Natalie Mettler, Senior Program Assistant
Ashland Parks and Recreation Commission