



Senior Citizens Advisory Board Agenda

Items listed on the agenda may be taken out of the order presented; two or more agenda items for consideration may be combined; and any item on the agenda may be removed or related discussion may be delayed at any time. Backup material for this agenda may be obtained from LuAnn D. Holmes, City Clerk, at the Office of the City Clerk, 495 South Main Street, 2nd Floor or on the city's webpage at www.lasvegasnevada.gov.

1. **Call to Order and Roll Call**
2. **Announcement Regarding: Compliance with Open Meeting Law**
3. **Public Comment:** Comment during this portion of the agenda must be limited to matters on the agenda for action. If you wish to be heard, come forward and give your name for the record. The amount of discussion, as well as the amount of time any single speaker is allowed, may be limited.
4. For possible action to approve the Final Minutes by reference of the Regular Meeting of May 6, 2021
5. Presentation by Judith Fleischman, Community Outreach Supervisor, Cano Health, regarding medical information and services for seniors
6. Discussion for possible action regarding nominations for the Senior Recognition Award
7. Report by Gregory Gray, Community Program Technician, Office of Community Services, regarding senior issues received by the Office of Community Services – All Wards
8. Report by Board members regarding senior issues and events within their Council wards and at large – All Wards
9. Discussion regarding topics for future agenda items of the Senior Citizens Advisory Board. Comments made during this portion of the agenda by individual members must refer solely to proposals for future Subcommittee agenda items and any discussion must be limited to whether or not such proposed items are within the purview of the Board and its Subcommittees and whether such proposed items shall be placed on a future agenda. No discussion regarding the substance of any such proposed topic shall occur and no action shall be taken.
10. **Citizens Participation:** Public comment during this portion of the agenda must be limited to matters within the jurisdiction of the Board. No subject may be acted upon by the Board unless that subject is on the agenda and is scheduled for action. If you wish to be heard, come forward and give your name for the record. The amount of discussion on any single subject, as well as the amount of time any single speaker is allowed, may be limited.
11. **Adjournment**

Facilities are provided throughout City Hall for the convenience of persons with disabilities. Reasonable efforts will be made to assist and accommodate persons with disabilities or impairments. If you need an accommodation to attend and participate in this meeting, please call the City Clerk's office at 702-229-6311 and advise of your need at least 48 hours in advance of the meeting. Dial 7-1-1 for Relay Nevada.

THIS MEETING HAS BEEN PROPERLY NOTICED AND POSTED AT THE FOLLOWING LOCATIONS
IN ACCORDANCE WITH THE STATE OF NEVADA EXECUTIVE DEPARTMENT
DECLARATION OF EMERGENCY DIRECTIVE 006

The City of Las Vegas website – www.lasvegasnevada.gov
and
The Nevada Public Notice Website – notice.nv.gov



Sara Irizarry
VP – NV, AZ and NM

Sara.I

OUR HISTORY

- ◆ **2010-** First Cano Health center opens its doors in Pembroke Pines.
- ◆ **2016-** Acquires Comfort Health.
- ◆ **2017-** We expand in Miami Dade and Broward.
- ◆ **2019-** 46 Medical centers throughout Florida with more than 45,000 members. We expanded in Orlando (4 Centers), Broward (9).
 - ◆ Recognized as **No.1** Fastest- Growing **Healthcare** company and **No.6 Overall** Fastest Growing Company by Inc.5000
- ◆ **2020-** *National Expansion Began*
 - San Antonio, Texas (4)
 - New Merger in Florida (17)
 - Las Vegas, NV (3)
- ◆ **2021-** Public Offering



2019 & 2020

MISSION

Our mission is to improve patient health by delivering superior primary care medical services, while forging a life-long bond with our members.

VISION

Our vision is to become the national leader in primary care by improving the health, wellness, and quality of life of the communities we serve, while reducing health care costs.

PRODUCT/SERVICE

We provide market leading primary care in our own first-class clinics as well as population health management services through client facilities.

CORE PURPOSE

- Increase the number of healthier and happier patients.
- Increase healthcare quality while decreasing healthcare costs.

Senior Citizens Advisory Board June 3, 2021 - Page 5



Dr. Marlow Hernandez Cano
Chief Executive Officer

OUR SERVICES GUIDE



Cuidados Primarios para adultos mayores

- ◆ Aceptamos la mayoría de seguros
- ◆ Horarios convenientes
- ◆ Examen de diagnósticos
- ◆ Citas por teléfonos o via nuestro sitio web: CanoHealth.com

Primary Care for seniors

- ◆ We accept most insurances
- ◆ Convenient office hours
- ◆ Diagnostic tests
- ◆ Appointments by phone or via our website: CanoHealth.com

Alivio para la Artritis y dolores crónicos:

- ◆ Acupuntura
- ◆ Decompresión espinal
- ◆ Inyecciones naturales
- ◆ Laser frío



Relief for Arthritis and chronic pain:

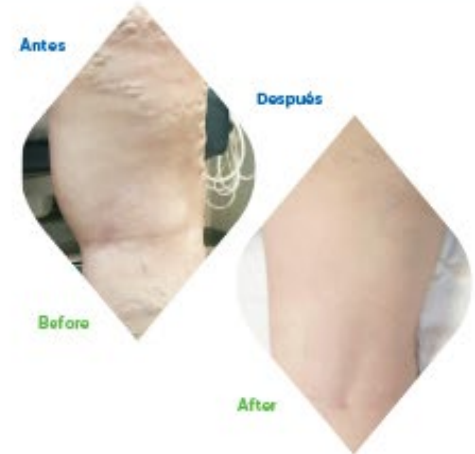
- ◆ Acupuncture
- ◆ Spinal decompression
- ◆ Natural injections
- ◆ Cold laser treatments

Tratamientos de venas varicosas

Ofrecemos procedimientos seguros, eficaces y mínimamente invasivos para el tratamiento de sus venas varicosas.

Varicose veins treatments

We provide safe, effective and minimally invasive procedures to treat your varicose veins.



Cano Wellness Center Centro de actividades

- ◆ Arts & Crafts
- ◆ Bingo
- ◆ Special Events/ Eventos
- ◆ Health Seminars/ Seminarios
- ◆ Karaoke
- ◆ Silver Sneakers
- ◆ Yoga
- ◆ Zumba



Transportation



Transporte disponible hacia y desde nuestro centros

Transportation available to and from our medical centers

CanoDental

- ◆ Endodoncia
- ◆ Ortodoncia
- ◆ Periodoncia
- ◆ Prótesis
- ◆ Endodontics
- ◆ Orthodontics
- ◆ Periodontics
- ◆ Prosthodontics



Cano at Home

POPULATION HEALTH MANAGEMENT



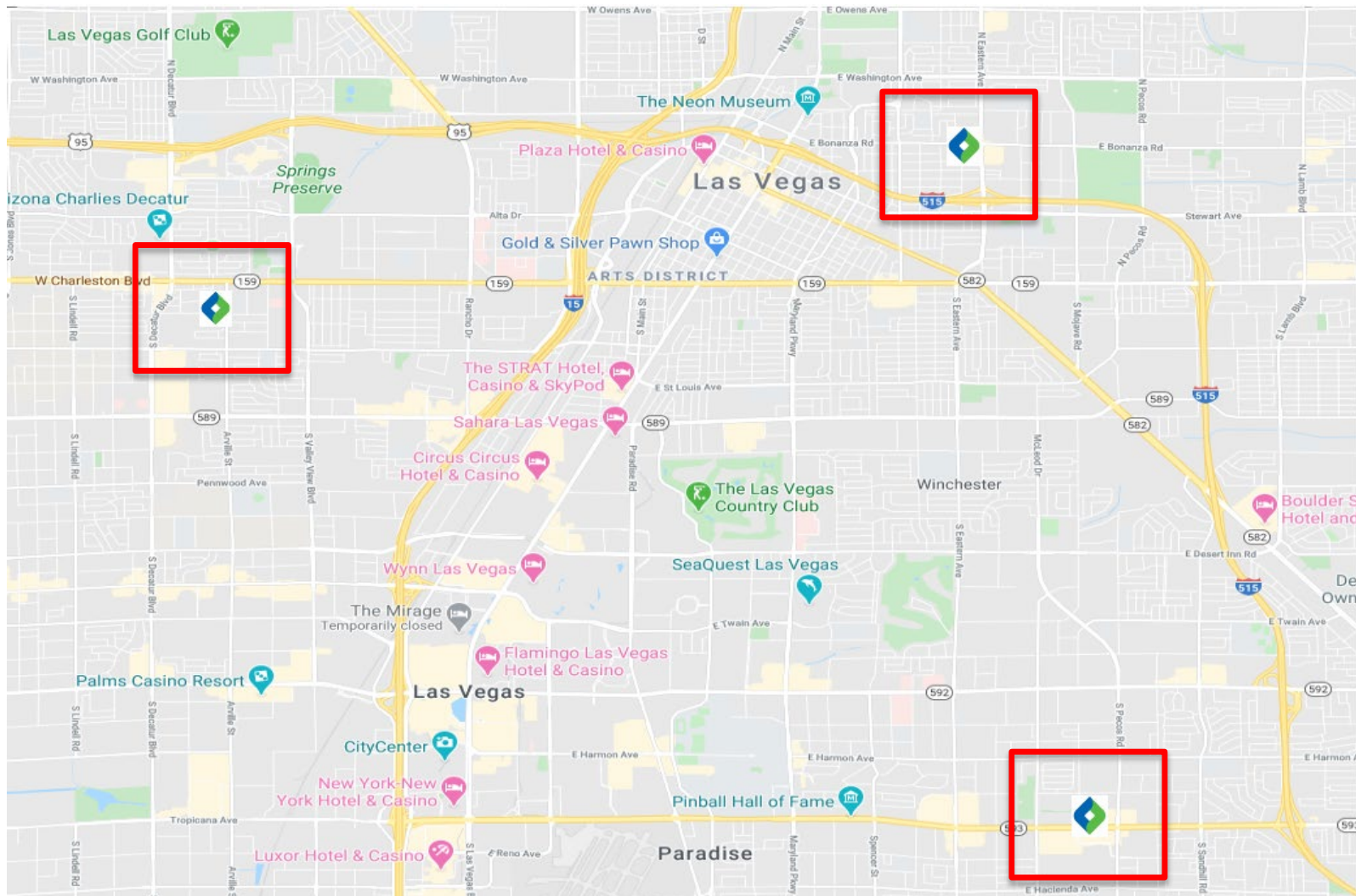
To demonstrate our commitment to provide the highest quality patient care, Cano Health has implemented a **24x7 medical urgency line** as part of our Cano At Home program. Through our Cano At Home program, we provide home visits to existing patients who have medical urgencies. Our team of health care practitioners is also dedicated to providing home visits for our existing patients with high-risk, complex cases that are enrolled in our care management program.

Cano 360- Now in Las Vegas!



- Primary Medical Care
- Specimen Collections
- Wellness
 - Cano Life Program
 - Education courses
 - Silver Sneakers
- Telemedicine
- Community Outreach
- Marketing Events
- Disaster Relief

Las Vegas, NV



10 additional locations coming soon!

Contact Information

- **Member Engagement Call Center**

800.202.6968



- **Sara Irizarry- Nevada Market VP**
 - Phone: 710.493.7535
 - Email: sara.irizarry@canohealth.com



Thank you

Las Vegas Personal Care Ltd.:

Caregiver: Mary Stroughter

Owner/Boss: Lucy (has passed recently will get new contact in her honor)

Responsible for: Daily Caregiving, Packing her belongings and moving to the storage unit.

Assisting Evelyn while at the Rehab Hospital & at the Independent Care Home

Assisted with UNPACKING at the new apartment - everything from Bedroom/Bathroom/Kitchen, etc.

Capitol North American - Movers:

Contact: Teresa Watts, Marketing & Sales Support

[1780 S. Mojave Rd.](#)

[Las Vegas, NV 89104](#)

Main: 702-457-5353 ext. 6213

Cell: 702-401-0897 (call or text)

[Capitolnorthamerican.com](#)

Responsible for: Moving Evelyn's belongings from the Storage Unit to her new apartment.

Jo Ann Worthington Clark County Social Worker

Responsible for: Evelyn's case. Jo Ann went above and beyond the normal call of duty in her position. See the updates for more.

Nina Ten – Spotlight Senior Services

Responsible for: Staying involved the entire process. Following up/communicating with all involved (Soc. Worker, Caregiver, group home, arranging the moving, etc. Also, food deliveries with Helping Hands of Vegas Valley.

Testimonial of Evelyn Bonner-Drapes

2/04/2021

Submitted by Nina Ten, SPOTLIGHT Senior Services Las Vegas
(702) 409-1252, Nina@SpotlightSeniorServices.com

Evelyn Bonner-Drapes is 84 years old and living independently (aging in place) at Country Club at The Meadows Apartments for 12 years. She lives with Parkinson's Disease, Heart Disease and has a pacemaker. She is homebound and uses a walker and a power scooter when she has balance issues. She receives assistance through ADSD with a PCA Caregiver & at times Home Health Agencies to coordinate her healthcare. She receives food assistance through Helping Hands of Vegas Valley and other city and non-profit agencies. I have known Evelyn since 2010, as a volunteer for Helping Hands of Vegas Valley when I began delivering food to her each month. I've witnessed her live independently with assistance for the last 10 years with great success, and helped her to find needed programs as her health declined in recent years.

9/24/2020 - Evelyn receives a "Notice of Non-Renewal of lease" and is asked to vacate the apartment by DEC 31, 2020.

10/1/2020 - 12/15/2020 - With the help of Nina Ten -SPOTLIGHT Senior Services Las Vegas, Jo Ann Worthington -Clark County Social Services & Aging and Disabilities Services Division, Deanne O'Rear Cameron -Senior Citizens Advisory Board, and the generosity of Mary Stroughter -her PCA Caregiver, Evelyn proceeds to visit and apply for a handful of Independent Senior Living Communities who will accept a Section 8 waiver. But unfortunately, most have waiting lists for 1-2 years. Each time she applies, she must rely on Mary to dress her and drive her to the appointment. She applies and gets denied multiple times.

12/18/2020 - With the help of her Social Worker Jo Ann Worthington, who through her own contacts manages to find an available apartment at Nevada HAND, Evelyn visits and applies for another Senior Community @ Harmon Pines. They do have a 1st Floor 1 bedroom apartment available for move in. She has to wait for approval on her application and an inspection by Section 8.

12/23/2020 - Evelyn is told that Nevada HAND & Harmon Pines are still waiting to receive approval on her background check & credit check before they can approve her application. They tell Evelyn and Jo Ann Worthington that they are expecting the information by Dec 28th - due to the holiday weekend. Once they receive it, a decision on her application will be made.

12/28/2020 - Because of all the worry and stress over moving and packing boxes herself, Evelyn falls down inside her apartment and is rushed to MountainView Hospital where she is kept for 24 hour observation in the hallway of the ER. On the same day, Jo Ann Worthington follows up with Harmon Pines to see if Evelyn's application has been approved yet. She is told that they are still waiting for the information to complete it.

12/29/2020 - Evelyn is released from MountainView and transferred to PAM Rehabilitation Hospital of Centennial Hills.

12/30/2020 - Jo Ann Worthington calls Harmon Pines on Evelyn's behalf to see if her application is approved yet. She is told that her application is approved, but they are waiting still for the Section 8 inspection to allow her to move in.

12/31/2020 - Nina Ten, Mary the PCA Caregiver & her husband go to Evelyn's apartment to pack up remaining boxes, rent a moving truck and to move Evelyn's furniture & belongings to a storage unit until Evelyn is cleared to move in at Harmon Pines. Country Club at The Meadows give them 2 extra days (until Sat 1/02/2021) to finish cleaning out the apartment. The costs for renting the moving truck and storage for 1 month is approximately \$250.

1/12/2021 - 12 days go by and the Section 8 Inspection is still not done. Jo Ann finds out from Section 8 department that a ("Form") needed to be signed. Evelyn is still at PAM Rehabilitation Hospital in Centennial Hills and is full of anxiety and stress that she cannot move into her new apartment.

1/13/2021 - PAM Rehabilitation Hospital must discharge Evelyn. They begin making arrangements for Evelyn to be transferred to a Group Care Home. Currently, all of her belongings remain in a storage unit.

1/14/2021 - Jo Ann finally received the paperwork that is actually not a one page form to sign, it is the lease agreement and HUD information which is 49 pages long. It is signed by Evelyn and sent in by fax at PAM Rehabilitation Hospital. Jo Ann is informed Section 8 inspection can proceed in 7-10 Days! Later that night, Evelyn is discharged to an Independent Living Care Home without notifying her Social Worker Jo Ann. She is not told where she is going. She is confused, scared and in a lot of pain. She arrives at the Care Home at 11:00 PM with just her pain medication that was prescribed at PAM Rehab Hospital, and without her regular medications for her heart condition, Parkinson's, and anti-depressants, etc.

1/15/2021 - Sometime in the morning, the Care Home Administrator asks Evelyn for payment by credit/debit card for her stay and tells Evelyn that she charged \$100 for her stay. In the early evening at 5:00 pm, Jo Ann calls Evelyn's cell phone and finds out that she had been transferred in the middle of the night and she cannot tell Jo Ann where the Care Home is located. It takes at least 2 hours for Jo Ann and Nina to find out where Evelyn has been transferred to and to talk with the care home administrator regarding her care. Evelyn is very agitated and doesn't know where her regular medications are. Jo Ann contacts Caregiver Mary, who was unaware that Evelyn had been moved, to locate Evelyn's meds.

1/16/2021 - Nina Ten visits the Independent Care Home at 10:30 AM to calm down Evelyn and to explain to her what is happening. Nina tells Evelyn that this situation is temporary - for just 2 weeks until we can get her moved into her apartment. Evelyn is highly agitated, angry, in pain and she is displaying tremors from her Parkinson's. She has had no regular meds for over 48 hours, just her pain medication. Caregiver Mary arrives later in the afternoon to administer Evelyn's medications, feed her and assist her with a bath.

1/24/2021 - 8 days go by... Evelyn is receiving care from her PCA Caregiver Mary and she is feeling better. We are still waiting for HUD and the Section 8 inspection to be done.

1/25/2021 - Caregiver Mary calls Nina to inform her that she has just tested positive for COVID-19 and will be in quarantine for the next 14 days or more. Another Caregiver will be assigned to Evelyn's daily care and they discuss how to coordinate the move and transfer the keys to the storage unit to Nina.

1/27/2021 - Evelyn calls Nina to find out about her situation and when she will be moved. She is calm and rested, but still anxious about her move and wants to know where her belongings are.

2/02/2021 - Social Worker Jo Ann finds out that Evelyn was actually charged \$1080.00 by the Care Home for her stay for 30 days. Evelyn has until February 15th to move out before she will be charged for another month to stay at the Care Home. Jo Ann receives an email notification that HUD has completed the Section 8 inspection and that Evelyn can get moved in after she signs her lease agreement at Harmon Pines on Friday 2/5 and sets up her NV Energy account before move-in day.

2/03/2021 - The owner/administrator of the PCA Agency assists Evelyn to pay her Storage Unit for another 30 Days. Costs are about \$200. Arrangements are made for transportation by the PCA owner to take Evelyn to Harmon Pines on Friday 2/5 to sign her lease agreement and to pay her prorated rent for February and Security Deposit. Social Worker Jo Ann makes arrangements to assist Evelyn with activating an account with NV Energy to turn on the power for her new apartment. Nina Ten makes arrangements to coordinate the move of Evelyn's belongings from the Storage Unit to the new apartment. The move-in date is still unknown.

During this time of reopening, I've been staying close to my work schedule at my casino. I've been assigned at various times to both the California Hotel and Casino and the Fremont Hotel and Casino because of the similar corporate ownership and shared resources. Working at the Fremont and riding the bus to work has given me the opportunity to visit the Fremont Street Experience before and sometimes after work. Construction at Casino Center and Ogden is almost complete, though at times, it has been quite hazardous. I banged up my arm a little bit because the base of a traffic light had not received it's last mound of concrete yet and I fell into the pole. This is actually still the situation.

While passing the performers on Fremont Street, one caught my eye and I began inquiring into the senior participation in this activity. On Memorial Day weekend, I did an informal survey of Fremont Street Experience performers ("Buskers") from Main Street to Casino Center and found two-thirds were aged 50 and above. The other one-third declined to answer my survey or were busy performing. I have asked the planning department for more generalized total statistics from their performer database, but have not heard back yet.

Clearly this is more of a senior activity than I realized, at least during the daytime. (My informal survey was at 11:30 AM on Sunday, May 30th.)

Respectfully submitted,

John A Perazzo, Member

Optional photos

