



Senior Citizens Advisory Board Minutes

1. Call to Order

Minutes:

CHAIR O'REAR-CAMERON called the meeting to order at 1:09 p.m.

PRESENT: CHAIR O'REAR-CAMERON and MEMBERS WEINSTEIN HALL, PATTARETTU, PERAZZO, GALATI, MOZDEAN and BIENENSTEIN

EXCUSED: MEMBER AVILA

ALSO PRESENT: GREGORY GRAY, Community Program Technician, KELLEENASH, Sr. Management Analyst, JEFF DOROCK, Deputy City Attorney, and JACQUIE MILLER, Sr. Deputy City Clerk

2. Announcement Regarding: Compliance with Open Meeting Law

Minutes:

ANNOUNCEMENT MADE: This meeting has been properly noticed and posted at the following locations: City Hall, 495 South Main Street, 1st Floor; Clark County Government Center, 500 South Grand Central Parkway; Grant Sawyer Building, 555 East Washington Avenue; City of Las Vegas Development Services Center, 333 North Rancho Drive.

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.

Minutes:

ILYA MAYO, CEO of Doctoroo, appeared with CHRISTINA SLOREA, Business Development Manager at Doctoroo, and explained that Doctoroo is a home visit medical service much like an urgent care on wheels. They are open seven days a week from 7:00 a.m. until midnight, and patients can book an appointment through their call center or by using their app. He explained that a pair of medical providers are sent to each call and would include a physician, a nurse practitioner or a physician's assistant along with an EMT (Emergency Medical Technician), and they carry a full medications bag as well as some testing equipment and can provide services such as IV (Intravenous) fluids and wound care. They also work with mobile pharmacies. They accept Medicare, Medicaid and most major insurances, and they charge a flat \$149 fee for those who do not have insurance.

MR. MAYO stated that their Medical Director and Clinical Supervisor are both ED (Emergency Department) physicians. They focus on quality and have seen over 350 patients since the launch of the business in July. He indicated that seniors have been utilizing their service. They complement the primary care physicians and focus on building partnerships, and they came to Las Vegas because there is great need here and it is easy to get around. Las Vegas has one of the lowest provider to patient ratios in the country. They have noticed many patients slipping through the cracks for various reasons such as access, mobility, being elderly or not having a support network. They have also seen early discharges from the hospital where proper follow-up care is not being coordinated, and they hope to partner with health organizations to fill the gaps. He showed their poster and informational flyer they use, and the flyer was submitted as backup. He invited the Board members to visit their facility.

MEMBER PATTARETTU asked about their response time, and MR. MAYO replied that it is currently approximately two hours, and they let the patients know that when they call. Some patients book ahead, but most want response as soon as possible. He shared that he ran a similar service in three cities in Australia, and

as the service grew the response time declined. Doctoroo currently has 11 providers and the capacity to have three teams on the road at the same time.

MEMBER PATTARETTU inquired about EKG (Electrocardiogram) services and respiratory therapy, and MR. MAYO replied that they do not currently carry EKGs. They can do some onsite testing for more common tests such as Strep (Streptococcus) throat, and they have nebulizers and IV bags. They are still determining what the needs are and will add more services as they go.

MEMBER WEINSTEIN HALL asked about the demographics of the cities they worked in in Australia, and MR. MAYO replied that they worked in Cairns in Queensland, which was 150,000 people, Perth which was just under 2 million people and Darwin, which was a small city. He said that they served approximately 600 to 700 patients per day during their busiest times.

MEMBER MOZDEAN asked if he would suggest this service for wound care patients that are homebound, and MR. MAYO replied in the affirmative but indicated that they would want to coordinate with the primary care physician. He reiterated that they are similar to an emergency service and can fill the gaps. He also informed the Board members that they receive requests to be peoples' primary care provider, but they are cautious of that as they cannot guarantee that the same provider will respond each time, and long-term chronic issues should be handled by the same provider. MEMBER MOZDEAN stated that she has encountered people who were released from the hospital but were not comfortable changing bandages, and MR. MAYO explained that he is starting to talk to hospitals about helping with aftercare as they are finding patients are being discharged without a lot of information or instruction regarding what to do next.

MEMBER MOZDEAN asked about their geographic service area, and MR. MAYO replied that they service the whole valley area but not Boulder City.

MEMBER GALATI thought that hospitals and agencies should know that this kind of service is available and asked what relationships Doctoroo has with those organizations and if there is some type of referral system. MR. MAYO replied that they currently have formal referral partnerships with BrightStar Care and Face To Face and indicated that he is starting to meet with hospitals. MEMBER GALATI asked if the organizations are receptive to his services, and MR. MAYO replied that they are in most cases, but sometimes there are conflicting interests.

CHAIR O'REAR-CAMERON thought this conversation should be held in the Senior Outreach Subcommittee. She indicated that she would be going out to their office, and in response to her inquiry about Board members going together, DEPUTY CITY ATTORNEY JEFF DOROCK cautioned them to not have a quorum of the Board going there at the same time.

MEMBER GALATI asked what the Board members could do to help, and MR. MAYO said they would appreciate help in spreading the word about their service and any introductions to people they would recommend engaging with.

CHAIR O'REAR-CAMERON stated that the Board members need to go to the senior centers and senior communities in their wards and inform them of this service. She has received positive feedback from seniors about their experiences, and her friend had a one-hour response time.

4. For possible action to approve the Final Minutes by reference of the Regular Meeting of September 5, 2019 Motion made by Kathleen Bienenstein to Approve

Passed For: 7; Against: 0; Abstain: 0; Did Not Vote: 0; Excused: 1

For-Deanne O'Rear-Cameron, Yvette Weinstein Hall, Elizabeth Pattarettu, John Perazzo, Vito Galati, Caroline Mozdean, Kathleen Bienenstein; Excused-Nora Avila;

5. Report by Linda Ryan, Recreation Supervisor, Department of Parks and Recreation, regarding senior events, activities and programs at City senior centers – All Wards

Minutes:

LINDA RYAN, Recreation Supervisor, distributed and submitted as backup a packet with several flyers and a magazine regarding events taking place at the various City of Las Vegas senior and community centers, and she highlighted some of the activities and events.

MS. RYAN informed the Board members that the East Las Vegas Community Center has not technically been a senior center, but the Las Vegas Senior Center on Las Vegas Boulevard and Bonanza Road is undergoing renovations and reprogramming, so many of the senior programs have been moved to East Las Vegas.

CHAIR O'REAR-CAMERON inquired about the best way to stay in the loop for each ward, and MS. RYAN replied that a majority of the centers do a newsletter and providing an e-mail address would get them added to the mailing list. She also suggested that the members speak with the coordinators at the facilities and take a tour as well.

MEMBER PERAZZO inquired about subscribing to the City's information regarding senior events, and MS. RYAN replied that it is on the City's website under Discover the Fun. NATASHA SHAHANI, Public Information Officer, added that all of the City's newsletters can be accessed by subscribing at lasvegasnevada.gov/newsletters.

6. Presentation by the Office of Communications and discussion for possible action regarding staff management of online senior presence and representation on social media – All Wards

Minutes:

GREGORY GRAY, Community Program Technician, explained that he invited NATASHA SHAHANI, Public Information Officer, to this meeting as there have been several questions raised regarding online presence for seniors and this Board. He said that MS. SHAHANI is part of the City's social media team and is an expert in this subject matter. MR. GRAY referred to previous discussion the Board had regarding having a Facebook page or a group and having a presence on Nextdoor, and he informed the members he would be the go-to person regarding management of those.

MS. SHAHANI clarified that the reason to have a Facebook group instead of a page is because Facebook has made it difficult to build up pages due to all of the algorithm changes, so a new page may not get many followers. Facebook is also currently prioritizing groups in their algorithms. She encouraged the members to join existing senior citizen groups and said that staff would also help them create a new one. MS. SHAHANI stated that MR. GRAY has access to Nextdoor and can post on behalf of the Board; she did not think that Nextdoor has groups, but she was investigating that.

MEMBER PERAZZO stated that he has an unofficial Lorenzi Park page, and he tried to start a senior citizen group within that. He asked if that group was limited to those on the Lorenzi Park page or if others who do not use that page could connect as well. MS. SHAHANI advised against connecting a group to that page, and she recommended that City staff start the group.

CHAIR O'REAR-CAMERON stated that she started a Facebook page for this Board but had not promoted it, and she did that because the prior Chair did not remember how to get into their page. She said that she liked the group idea as it is a good way to reach seniors since there are a growing number of them on Facebook because of their families.

The Chair inquired about the City doing Board member introductions by ward on Nextdoor, and MR. GRAY replied that they try to encourage people to come to the Board meetings and meet the members at the meeting.

MS. SHAHANI recommended that all Facebook pages be deleted or the City be given access to be the Administrator. She said that all of the members can actively participate in a group, so it is not up to one person to maintain content.

MEMBER GALATI asked if there was a specific web page with resources for seniors, and MS. SHAHANI replied that she did not think one currently exists, but staff could create one and add content. She advised that it would not be a one-stop informational page with all activities and resources for seniors; it would be limited to only posting resources the City offers since it would be on the City's website.

MEMBER GALATI asked if that was policy because he read a report from 2007 where a county in Maryland has a senior web page. He thought that the City could list options for resources such as hospitals without making recommendations of where to go. He referred to a booklet that refers to private companies, and MS. SHAHANI was not familiar with that. MR. GRAY indicated that it may be a booklet for a different website. He added that staff has discussed creating a page for seniors, but they want to stay away from posting links to resources as not all seniors are familiar with technology, and having a link that takes them to another website and requiring numerous clicks is not very intuitive. They are proposing to have a link to a senior newsletter, a contact phone number and a form people can use to submit inquiries; then staff can connect people with the appropriate resources rather than just directing them to a website.

MEMBER PERAZZO thought this could be discussed in the Senior Outreach Subcommittee.

MEMBER BIENENSTEIN indicated that she and COUNCILMAN KNUDSEN have discussed putting information together for Ward 1 seniors so they know what is available close to home.

CHAIR O'REAR-CAMERON noted that resources change daily, and thought that posting everything would be a liability issue for the City.

MR. GRAY noted that every situation differs, and most seniors do not know what resource they need and are looking for someone to contact when they go to the websites.

KELLEE NASH, Sr. Management Analyst, stated that there is a link to services for senior veterans on the Nevada Department of Veteran Services website with a list of available resources they vet and update on a regular basis.

MS. SHAHANI referred to the report MEMBER GALATI spoke of and thought it might be interesting to see what Clark County has on their website for seniors as it would cover the valley wide area.

MEMBER GALATI asked where he would go now if he wants to see something for seniors on the City's website, and MS. SHAHANI replied that currently there is not a page on the website dedicated just for seniors, but MR. GRAY has been in contact with her office about it.

MR. GRAY stated that Clark County has their senior service page and the Royal Pages, which is a resource guide for seniors. He added that CHAIR O'REAR-CAMERON and Aging and Disability are also good resources. MR. GRAY confirmed for MEMBER GALATI that he would send links to this information, and CHAIR O'REAR-CAMERON showed the members a copy of the Royal Pages, but did not submit it as backup.

MEMBER PERAZZO asked about changing the Lorenzi Park page to a group, and MS. SHAHANI explained that is not possible, and she offered to meet with him to discuss this further.

MEMBER GALATI asked about the legality of connecting government information on Facebook pages, and MEMBER PERAZZO stated that in the description of the page he indicated that it was not an official page. DEPUTY CITY ATTORNEY JEFF DOROCACK stated that unofficial pages should point out that they are not official and if done unofficially, it should not be called the City of Las Vegas and the City's logo should not be used.

CHAIR O'REAR-CAMERON indicated that she would delete the page she created and forward the information to staff regarding the original page so they could contact Facebook to delete that one as well. MS. SHAHANI indicated that she would like to see the links, so if there is a following, a posting could be made directing people to the new group once it has been created.

MEMBER GALATI inquired about Nextdoor, and MS. SHAHANI indicated that the City uses Nextdoor for Agency, which gives the City of Las Vegas a presence and the ability to post anywhere within the City limits with the option of posting only in certain areas if desired. She also explained that they can see what they post and responses to the posts, but they cannot look at the other conversations taking place.

MS. SHAHANI further explained that the Council liaisons have Nextdoor accounts, and Councilmembers have newsletters their liaisons help them distribute. She said that the newsletters and Nextdoor are good resources if any of the Board members have information they think their ward needs to know about or something the Board thinks the entire service area should know about. Additionally, the Office of Communications puts out the senior newsletter each month that contains all of the senior events throughout the city, and they could include information from this Board as well. MR. GRAY advised the members to send him information they would like included in the senior newsletter.

MS. SHAHANI informed the members that if they receive a request for an interview, the recommendation is to go to MR. GRAY or the Public Affairs Office (pao@lasvegasnevada.gov). Staff can help with speaking points and provide information regarding issues going on in the City that reporters may ask about. She said that the reporters are accustomed to that process. She added that on a rare occasion there will be an on the spot interview, and the community centers will email their office to let them know.

MEMBER PERAZZO stated that he is trying to get ideas down on paper and putting them into unofficial booklets that could be helpful for seniors. He showed one of them that was for doing a biography, and he asked if they wanted to be informed. MR. GRAY stated that if City of Las Vegas information is being included in the booklets, the Office of Communications would need to see it.

CHAIR O'REAR-CAMERON summarized that when in doubt regarding social media or print information, members should touch base with MR. GRAY so he can direct them appropriately and everyone can be on the same page. She also stated that the Council liaisons are a big help to her.

Motion made by John Perazzo to Approve directing Office of Community Services and Office of Communications staff to set up the City of Las Vegas Senior Citizens group on Facebook

Passed For: 7; Against: 0; Abstain: 0; Did Not Vote: 0; Excused: 1

For-Deanne O'Rear-Cameron, Yvette Weinstein Hall, Elizabeth Pattarettu, John Perazzo, Vito Galati, Caroline Mozdean, Kathleen Bienenstein; Excused-Nora Avila;

7. Report by Gregory Gray, Community Program Technician, Office of Community Services regarding senior issues received by the Office of Community Services – All Wards

Minutes:

Items 7 and 8 were heard together.

GREGORY GRAY, Community Program Technician, stated that he attended the Engaging with Aging 2019 Conference. It was very informative and the aging network and collaborative paradigm they spoke of touched on many of the issues discussed by this Board such as healthcare, mobility, socialization, nutrition, advocacy, housing, spirituality and holistic care. This was reassuring and proved that the Board is moving in the right direction. He appreciated the Board members for their input and attendance.

MR. GRAY stated that there has been an increase of homeless seniors. The Homeless Services team had reached out to him regarding a 79 year-old woman who was homeless and needed a place to stay and was inquiring about what resources were available. She was referred to Elder HelpLv, who referred her to another independent living institution because resources are reaching their capacity. The Courtyard has been helping a lot of seniors find homes and jobs and making sure they have access to clothes and showers. It was also mentioned at the conference that Nevada is low-ranking when it comes to senior healthcare, and senior poverty is growing. MR. GRAY stated that he will be sending the Board members a link to Nevada Care Connection, which is another resource for seniors. There is also a focus and big concern about social isolation among seniors as home-bound, isolated seniors are not getting the help they need.

CHAIR O'REAR-CAMERON stated that Opportunity Village is opening another location and Flamingo Pines is expected to have everyone moved in this November. She also mentioned an article about Medicaid being used to help evictions that she will bring to the next meeting. She had two more communities where the residents were sent to another community when they got out of the hospital.

DEPUTY CITY ATTORNEY JEFF DOROCAL recommended that CHAIR O'REAR-CAMERON open up Item 8 to continue this discussion.

Ward 1 – MEMBER BIENENSTEIN reported that she met with Help of Southern Nevada, the Foundation Assisting Seniors and Vesper Specialty Pharmacy to discuss senior issues. Help of Southern Nevada offers a weatherization program, which is based on income, but it is usually free. They will assist with winterizing the home and installing shower heads. They provided her with information on energy efficiency and the required income levels. A household whose monthly income is \$1,500.00, or 150 percent of the federal poverty income, is eligible for assistance. The Foundation Assisting Seniors is a free service that will make arrangements to call a senior every day at the same time to check on them and remind them to take their medication. They also provide short-term loans for medical equipment. She also informed the members that Vesper Pharmacy will deliver medication for free but only if there are at least three medications being delivered. Lastly, she asked that everyone remind the seniors in their areas that a Real ID is required by October 1, 2020.

Ward 2 – MEMBER GALATI mentioned that only ten people attended the Guardianship presentation and thought it might be better if it was held on a Saturday next time. Additionally, he thought the Board should establish better communication and outreach strategies. On November 8th he will be meeting with PATTI MCGUIRE, Outreach Coordinator, St. Elizabeth Ann Seton Catholic Church, to learn more about their food pantry and clothing program for the needy and seniors. He has also contacted the three senior living and assisted living areas and is in contact with the social coordinator. Lastly, he will be sending the Board members a Senior Outreach Strategic Communication Report that describes how to communicate with the seniors.

CHAIR O'REAR-CAMERON noted that Ward 3 representation was absent.

Ward 4 – CHAIR O'REAR-CAMERON reported that she attended the Health Fair at Sun City with COUNCILMAN ANTHONY, which is where she saw Doctoroo, and she put out a flyer that states when the Board meets in hopes of encouraging more participation at the meetings.

MR. GRAY, Community Program Technician, stated that for future reference, anyone who is interested in speaking at length during a meeting should be brought in as a speaker to present rather than having them speak during Public Comment.

CHAIR O'REAR-CAMERON stated she would be attending Coffee with a Cop in her ward, and she is assisting the Durango YMCA with their Fall Frenzy. She is getting sponsors and raffles from senior industry partners to help connect everybody as they have the AOA (Active Older Adults) program there, but many services do not go there to discuss their services. The Spotlight Spectacular is coming up on October 19th from 10:00 a.m. to 3:00 p.m. at Texas Station, and they were offered a table again. She distributed and submitted documentation regarding the event and encouraged everyone to attend. Around 3,000 seniors come from all around the valley, and this would be a good way to make the Board's presence known to the seniors. MR. GRAY informed the Chair that the City's Veterans Career Expo is also being held that day, but as long as the Board does not form a quorum, two or three members could attend. CHAIR O'REAR-CAMERON mentioned that she has been receiving more feedback regarding residents not being sent back to their original residence after they receive medical care at a hospital or skilled nursing facility, so that issue will be discussed at the Senior Living Subcommittee meeting in hopes of finding a solution. She encouraged the Board members to find pharmacies in their ward that deliver, and she praised Help of Southern Nevada for the weatherization services they provide.

Ward 5 – MEMBER PERAZZO stated that he attended the Spotlight Spectacular last year, and he thought that this year it would be helpful to have a table banner to identify who they are, access to Wi-Fi and City maps available to better assist seniors that stop by the table. He showed a copy of a booklet he made titled 'Is This Your Life?', which he submitted as backup. He also submitted documentation showing where information could be found regarding the class he attended called the American Community Survey including the webinar recording, a transcript and the PowerPoint presentation. He said that after his Aquafit class, he asked if anyone had anything they would like him to share with the Board regarding seniors, and someone expressed interest in having an evening event for singles. MEMBER PERAZZO said that he is trying to let everyone know that he is on this Board as his goal is to extend the networks he already has in addition to creating new ones.

MEMBER BIENENSTEIN noted that the Census is looking to hire seniors and they pay a decent living wage. KELLY NASH, Sr. Management Analyst, added that the Census is a confirmed employer at the Veterans Career Expo, which is advertised on all social media platforms, the City Council pages, LinkedIn, Eventbrite, Facebook and Nextdoor, and it is posted all around town.

Ward 6 – MEMBER MOZDEAN reported that she and MEMBER PATTARETTU had the opportunity to meet with COUNCILWOMAN FIORE, and they have a schedule of local events in her area. They also heard complaints and comments from residents regarding what was going on in Ward 6, although most of them were not related to seniors. JERRY WALKER, Director of Operations and Maintenance, made a presentation regarding what his department does in relation to homelessness, and she will follow-up with him to see how they can help. She said she was not able to attend the Guardianship seminar, but they will have a similar event in Ward 6. MEMBER MOZDEAN reported that there are 236 HOA (Homeowner Association) contacts in the ward, and although there are not many senior areas, there are a number of seniors living there. They hope to hold a meeting at the Centennial YMCA within the next couple of months and will inform the HOAs. Lastly, she would like to attend the Spotlight Spectacular and asked that their business cards be readily available to hand out.

Ward 2 – YVETTE WEINSTEIN stated that she will be attending a meeting with COUNCILWOMAN SEAMAN on October 12th to ask questions and inquire about posting their information on her website. She also mentioned that she was in Japan, where senior citizens are revered, and each senior who turns 100 years old is given a silver chalice. She said that seniors in Japan walk and interact with young people and other seniors, and it is a wonderful family-oriented culture. She said it is easy for seniors to feel devalued and emphasized how valuable senior citizens are.

Ward 6 – MEMBER ELIZABETH PATTARETTU echoed MEMBER MOZDEAN'S comments. She said she went to the Guardianship meeting in Ward 2 and expressed her desire to have a similar event in Ward 6. She preferred that it be held in the senior citizen center at the YMCA as it is usually packed and people would not have to make a special trip elsewhere. She also reported that the RTC (Regional Transportation Commission) will be hosting a presentation in Ward 6 on October 21st.

8. Reports by Board Members regarding senior issues within their Council Wards and at large – All Wards
Minutes:
See Item 7 for related discussion and backup.
9. **Discussion regarding topics for future agenda items.** Comments made during this portion of the agenda by individual members shall refer solely to proposals for future agenda items and any discussion shall be limited to whether or not such proposed items are within the purview of the Board and/or 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.

Minutes:

MEMBER PERAZZO inquired about the minutes approval for the September 12, 2019 Senior Outreach Subcommittee of the Senior Citizens Advisory Board, and DEPUTY CITY ATTORNEY JEFF DOROCACK explained that the Office of the City Clerk processes the meeting minutes, and Subcommittee minutes would be placed on the Senior Citizens Advisory Board agenda once they are complete and ready for approval.

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.

Minutes:

KELLEE NASH, Sr. Management Analyst, reported that the Veterans Career Expo is for veterans, active duty personnel and family members and is open to the general public, and she submitted a flyer for the event. There will be youth enrichment activities in hopes of bringing families to the event. She listed a number of places where information about the event has been posted and requested that the Board members help spread the word about it. MS. NASH noted that they are trying to be inclusive with veterans and the seniors as they know many seniors are veterans. She has requested of her team in Neighborhood Revitalization that when they are out in the community, they ask individuals if they are a veteran or if they have served because individuals do not always identify as being a veteran but they may have family members in their household who may have served or are veterans.

11. **Adjournment**

Minutes:

CHAIR O'REAR CAMERON announced upcoming meetings as follows: the Senior Citizens Advisory Board on November 7th at 1:00 p.m., the Senior Living Subcommittee on October 10th at 1:00 p.m., and the Senior Outreach Subcommittee on November 14th at 1:00 p.m.

The meeting was adjourned at 2:33 p.m.

Respectfully submitted:

Jacquie Miller, Sr. Deputy City Clerk

Gregory Gray, Community Program Technician

THIS MEETING WAS PROPERLY NOTICED AND POSTED AT THE FOLLOWING LOCATIONS:

City Hall, 495 South Main Street, 1st Floor
Clark County Government Center, 500 South Grand Central Parkway
Grant Sawyer Building, 555 East Washington Avenue
City of Las Vegas Development Services Center, 333 North Rancho Drive