

SAN LUIS OBISPO COUNTY COMMISSION ON AGING

www.slocounty.ca.gov/coa.htm

Meeting Date: Friday, June 16, 2017 **Time:** 10:00 am - Noon

Place: Veteran's Memorial Hall
801 Grand Avenue
San Luis Obispo, CA 93401

Members please RSVP to Co-Chair Randall by email or 534-9726, if you are unable to attend this meeting.

10:00 am **Call for a Quorum**

Call to Order

- Flag Salute Roll Lists
- Approval of May 2017 Minutes and Approval of Agenda
- Public Comment -2 minutes

Introductions: Guests & Members; Agency introductions & updates

Presentation: “How to Choose an Affordable, Licensed Assisted Living Facility” by Karen Jones, Long Term Care Ombudsman Services of San Luis Obispo County

Unfinished Business:

- Annual Report: (**Action Item**) Review and adoption of 2016-17 Annual Report

New Business: What is the Mission of the Commission?

Chair Reports:

Roger Randall: Report 5 Cities transportation services for 2017-18. Report from Kathleen Bellefontaine: New Rack Cards, Revised Committee Descriptions (with Tom)

Committee Reports:

HEARING COMMITTEE: Alice York

OUTREACH: Maryanne Zarycka—Facebook; Tom Clough--PPT news; Rick Cohen--Tolosa

Member Reports: (3-5 min)

- Scams
- Other

Other Announcements:

Next Meeting: July 21, 2017

SLO COUNTY COMMISSION ON AGING

Veterans Memorial Hall
801 Grand Avenue
San Luis Obispo

Minutes June 16, 2017

Members Present: Maryanne Zarycka, Alice York, Anita Shower, Shirley Summers, Roger Randall, Myra Lathrop, Kathleen Bellefontaine, Tom Clough (SVS), Teri Elliott (Mental Health), Kiana Shelton, (DSS), Karen Jones (LTCOMB), Divina Diaz (DA Ofc), Brittany Venia

Absent: Judy Mishoulam, Rick Cohen, Marilyn Hamilton, Anne Wyatt, Sarah Trauger (RideShare)

Guests: Jean Samuela (DSS), Leann Booker & Jodee Bob (DSS-Minutes), Tauria Linala (SLO Village), Cindy Deibert (AAA Council), Scott Smith-Cooke (HICAP), Bill Knowlton (Senior Peer Counselor), Celeste Goyer (HomeShare SLO), Jodi Tellier, Ernie Powell

Call to Order: Quorum Established

Meeting called to order at 10:05 AM by Co-Chair Roger Randall.

Flag Salute. May 2017 Minutes and Approval of Agenda.

Public Comment:

Tauria Linala (SLO Village) SLO Village now has sliding scales based on income.

Introductions:

Ernie Powell Consultant for California Long Term Care Ombudsman Program, introduced by Karen as the gentleman who fixes the "larger problems."

Brittney Venia announcement for People's Self Help Housing looking to increase health services on their properties. They have several properties with exam rooms and community rooms, so if anyone knows of any possible partnerships to please let her know.

Co-Chair Kathleen Bellefontaine announced that Kiana Shelton has served 3 years as a representative for DSS on the Commission and this is her last meeting.

Presentation:

Karen Jones, Long Term Care Ombudsman Services of San Luis Obispo County. "How to Choose an Affordable, Licensed Assisted Living Facility."

The Long Term Care Ombudsman (LTCOMB) program promotes the highest possible quality of life and care for all residents of long term care facilities. San Luis Obispo has 8 nursing homes in San Luis Obispo County. 6 owned by the same company. There are 100 residential facilities and about 1400 beds. LTCOMB has 15 certified Ombudsman volunteers and 3 paid staff. Last year there were 800 complaint investigations, from cold food to bad abuse cases. Ombudsman made 2700 visits to the facilities. The Ombudsman program receives approximately 700 calls a year with questions regarding placement, what's allowed, what's the process, etc. The program also does about 25 informative presentations, annually, provides advocacy and empowerment by teaching people how to care for themselves and not having to wait for an Ombudsman to visit.

Choosing a care facility:

Residential type:

- >Small home- 4 to 12 beds, typically best for someone with dementia.
- >Medium home- 20 to 30 beds. Best mix of both worlds. (close care and activities)
- >Large home- 70 to 130 beds (private apartments, bath, activities, typically able bodied)
- >Dementia Care/Locked (delayed egress) – 15 to 30 beds (can be separate or a part of another care facility)

Choosing--Where to start:

>Start with the one closest to you first. Closest to your home or work. The more often that you can visit the better care your loved one will receive.

>Do a budget. What can I afford to pay? Is there room for negotiation? It is suggested to assume 4 to 5 thousand a month for care.

> Type of facility. Decide if you want a bigger or smaller facility, basic care or dementia type of facility.

Questions to ask:

- 1- Do they have an opening for the gender of your person?
- 2-Shared or private room costs

3-What is the starting cost? Prices can change as the type of care changes. Can increase with Hospice, even when less care is required by the staff of the care facility.

4- Review the licensing compliance history before scheduling a visit (www.cdss.ca.gov)

5- Schedule a visit/tour

When visiting a care facility:

> Use your senses: the facilities should not smell bad and it should not smell like air freshener. **It should smell ok.**

> How does it sound? Is it too loud, yelling and TV is too loud?

>How does it look? Clean is what's important. High end furniture not so much.

>How does the staff interact with the residence? Are they approaching people? Are they talking with the residents?

> How do the-residents look? Do they look groomed? Do they seem happy and content, sad, frustrated?

> When touring the facility look for throw rugs. These are dangerous and should not be there. Industrial type rugs are ok as long as they are good condition.

> The temperature should be comfortable. Not too hot or too cold.

> Look for full bed rails. These are only allowed with Hospice care.

> Go during meal time.

> Other things to watch are for are: bar soaps, body scrubbers, hand towels, (especially in a community bathroom).

Activities are very important.

When visiting Dementia care facility: Location of kitchen knives and alarms that sound when entering and exiting the care facility.

Admission Agreement: Once you have narrowed down the list of care facilities acceptable to you, now is when you take your loved one to see if it is acceptable to them. Once it's acceptable to everyone then start to deal with the admissions agreement. Be sure to get everything agreed to in writing. Don't just take their word for it. If it's not in writing, it's not enforceable. Next know how to get out of a care facility contract. Know the refund policy.

Beware of Arbitration agreements. Should not be a requirement of admissions. You do not have to sign this.

If a problem arises call the Ombudsman office and ask your questions.

Unfinished Business

Action Item: 2016-2017 SLOCOA Annual Report. Co-Chair Roger Randall motion to adopt the Annual Report. Karen moved and Anita seconded. All in favor. Annual Report is adopted and is the official annual report for this fiscal year.

New Business

What is the mission of the commission?

Kathleen Bellefontaine provided handouts listing the projected goals and priority senior issues chosen by COA members for 2017-18. This is what drives COA choices for programs and advocacy for the next year. It's what makes the commission have a purpose, the foundation for our existence. Most States do not have commission on aging. We can be the voice for struggling seniors within our community. She asked, "Are we being all that we can be as a commission?"

> Maryanne Zarycka shared the idea of talking to 5 seniors within the next month and get 5 pieces of feedback on one of our goals or our priorities. Then get 5 concerns or questions we could have great feedback on this.

>Tauria suggested a survey of senior needs. Advocacy that this commission does with the board has provided great feedback and comments that goes a long way.

>Karen Jones suggests looking at what ASPC is doing. They are also a commission that advocates for the needs of seniors. See how we can complement each other and not do the same thing. Currently, Kathleen B regularly goes to the ASPC meeting and reports what the seniors are experiencing. Invites others to go to these meetings or to be a representative.

Chair Reports

Roger Randal

Contract for transportation for seniors in the five cities area is up for renewal. The new contract kicks in September.

There are 2 applicants: Ride On and Ventura Transportation Services. Roger was asked to represent the commission and to serve on the interview committee for these 2 applicants. Ventura Transportation Company also offers a cab company to be used in case anything happens to the initial transportation. They are able to get over to the person and get them

to their appointment. They are currently checking out references As of this morning no recommendation has been made.

Kathleen B.

> New Rack cards distributed to members and guests. Kathleen asked that members take 2 and 1 for non-members. More available if needed. Kathleen pointed out one error on the new card. "Affordable health care" was removed as a top COA "Concern" since we have a County Health Commission. We are working with a new printing company. They had inherited copies of previous COA cards and a mix up occurred. Regarding funding, Kathleen explained that since 2010 Anita Shower has funded the rack cards. Kathleen gifted Anita with a stuffed "Panda in a house" (because Anita is so "unique") with the first rack card that Anita supported attached.

> Kathleen mentioned receiving questions regarding payment received from Medicare for Rural Doctors. People had commented that rural doctors are still not paid as well as other doctors. Chair's review of notes from Capps office, received about a year ago, indicated that change for rural doctors would start in 2017. Tauria suggested that the Chair reach out to Scott Cook (HICAP counselor) by email regarding question.

> Kathleen provided handouts for the binders that include updated descriptions of the COA Committee. Kathleen explained that the Executive Committee is chosen by the chair-- now Co-Chairs. In addition to the 2 Chairs and 2 Vice Chairs, members are Alice York (former COA Vice Chair), Thomas Clough (Senior Volunteer Services board chair), and Myra Lathrop is an alternate.

>>Tom Clough commented on changes to the description of the Outreach Committee and how it is bringing more public awareness. That there are very serious issues facing our seniors. Announcements are made in the Tolosa Press. And on the Facebook page.

> Kathleen passed around a clipboard with a Tribune viewpoint from June 8, 2017 re the SLO County Housing Crisis written by Adam Hill and Bruce Gibson and the Tribune a letter that she had written as an individual re: people's self-help housing.

Committee Reports:

Alice York, Hearing Committee –the Hearing Loss Association of America (HLAA) is asking for support regarding the Over the Counter Hearing Aid act. Allows seniors to receive hearing aids at a more reasonable cost since most insurances do not cover hearing aids. The next HLAA meeting is in San Luis on June 24th at the Palms. Their flyer re: the meeting was sent to all the members.

Maryanne, Facebook – requests that people send her any ideas that they may have and post to be out there.

Tom Clough, Outreach Chair-- Power Point- PPT News, - Participation in Alzheimer's Resource Fair at Sierra Vista. Woman and Alzheimer's. 63% of Alzheimer's patients are woman. Woman's Alzheimer's foundation is very active. Tom has requested information from them because he feels that's an area along with health issues for seniors.

Tolosa Press-No report

Member Reports

Roger reported that he been scammed over the phone about a month ago taking polls regarding different in the country and were with nonpartisan and nonprofit organization. Called 3 times with appropriate questions then the last call was the request for money and asking for the "yes" recorded.

Shirley Summers (supervisor Arnold) read in an AARP publication it said for seniors that drive to turn dash board lights on your car as low as possible and that could help with your night time driving.

Kathleen B. Reminder that member reports can be for asking questions re: items they may have heard, reporting concerns they have heard from their peers. Doesn't have to be a formal report.

Other Announcements: none

Meeting Adjourned 11:44am

Next meeting July 21st

Respectfully submitted by Jodee Bob reviewed by co-chairs