

Dublin City Council
PUBLIC SERVICES COMMITTEE MEETING
Wednesday, September 5, 2018
5:00 p.m. – Council Chambers

Agenda

Call to Order

Roll Call

Approval of Meeting Minutes of 4-30-18

Aging in Place Update

Next Steps/Next Meeting Date

Adjourn

Dublin City Council
PUBLIC SERVICES COMMITTEE
Monday, April 30, 2018
Council Chambers – 5:00 p.m.

Minutes of Meeting

Chairperson Alutto called the meeting to order at 5:00 p.m.

Committee Members present: Ms. Alutto, Mr. Reiner and Ms. Fox.

Staff members present: Ms. Crandall, Ms. Nardecchia, Ms. Burness and Lt. Justin Paez.

Approval of Minutes of June 29, 2015 Public Services Committee meeting

Ms. Alutto moved to approve the June 29, 2015 minutes.

Mr. Reiner seconded the motion.

Vote on the motion: Mr. Reiner, yes; Ms. Fox, yes; Ms. Alutto, yes.

Overview of Committee

Ms. Alutto gave a brief introduction to begin this committee's work. She is passionate about the topic of aging in place and she believes this committee can help put together a strategy for putting together some things that the City can do. She is aware of many residents' desire to be an active participant with this topic and she would like to allow for that. She asked for feedback from other committee members.

Mr. Reiner agreed this was an appropriate topic for this committee.

Ms. Fox stated that she read through the study and there are fabulous ideas. She would like to have some of the general population involved and figure out some priorities to start. She expressed that the most important thing is to find a way in Dublin to make a one-stop phone call for help. She shared some of her own personal experiences with family members needing assistance.

Ms. Crandall stated that Ms. Nardecchia will be discussing this later on the agenda. Staff will be discussing further public outreach and efforts toward an online one-stop shop as well as colocating some in-person social services.

In response to Mr. Reiner's question regarding who might handle such a service, Ms. Crandall stated that there are so many organizations that handle related services that one idea is to collocate them together as case managers and navigators.

Panhandling Discussion

Ms. Alutto referenced the packet materials that were provided regarding the panhandling issue. Lt. Paez stated that from an enforcement standpoint, they are limited in what can be done. He provided some statistics regarding panhandling in Dublin. In the last sixteen months, 100 calls have been received by the Police Department regarding panhandling. He does believe that some of the volume of calls has been reduced due to the public service campaign that was launched by the City to educate people about panhandling.

In response to a question from Ms. Fox regarding the type of calls, Lt. Paez stated that the calls are usually regarding checking the wellbeing of the person, concern over what more can be done, and wanting action taken.

Lt. Paez stated that from an enforcement perspective, there is only one record of a summons for soliciting and one for trespassing.

Mr. Reiner asked why there weren't more.

Lt. Paez stated that the responsiveness of these calls are like any other in that the officer responding assesses the situation to determine what can be done to resolve it. The reason there is only a few enforcement actions taken is because those were witnessed by the officer. In the case of one of the enforcement actions, for example, the officer witnessed the person step into the roadway after being warned not to impede traffic. The reason there are not more instances that can be enforced is because they are standing in a legal place not conducting any illegal activity.

In response to Ms. Alutto, Lt. Paez stated that if the panhandler stepped into the street and the police officer witnessed that, then it would be enforceable. Some of this behavior has been mitigated by the police officers having conversations with the individuals, and educating them specifically.

Ms. Fox inquired about whether the City is aware if they are homeless, drug addicted or poor.

Lt. Paez stated that his sense is, in speaking with patrol officers, most of the people we have interacted with are there by choice.

Ms. Fox stated she had checked with Washington Township and learned that they had 37 calls behind the Kroger store on Hard Road. They indicated to her that there was drug activity with people known to panhandle.

Lt. Paez stated it was hard to connect drug activity to the individual without some sort of enforcement activity and report.

Ms. Alutto inquired about the unleashed dog that is frequently seen with a panhandler.

Lt. Paez stated that if the dog were loose and causing an issue or concern, they may be able to consider that

She also inquired about installing low level bushes and plantings to discourage people from standing in certain areas. They don't usually stand on plantings or landscaping.

Ms. Crandall stated that staff will explore the landscaping ideas.

Lt. Paez agreed that some of these issues can be mitigated from a design perspective.

Ms. Fox noted that the City can't enforce unless there is a Code that provides such powers. She is aware that Cincinnati and Pittsburgh both are able to have code that withstood the court test because of the way it was drafted. Perhaps that is something that could be explored further. She also stated that the only reason they stay in Dublin is because they make money, so the only way to stop it is to stop the donations. In looking for other innovative ways that cities handle this issue, she discovered posters that were made by charitable organizations that said, "Give change for change." She also viewed a website that Lexington put together showing people holding signs about the premiums given to them by charity. Educating children about panhandling will help also as many children encourage their parents to give money. Some way to promote work for panhandlers is also something she has been brainstorming.

Ms. Burness stated that many panhandlers have been offered jobs, but they don't want to work. She agrees with the comment about educating the kids. Currently, the Communications and Public Information office is working with Police, the City Manager's office and the Law department to see what other cities are doing, monitoring conversations and directing people to our website. The *Columbus Dispatch* did a series on panhandling that they have been pushing out. The Chief of Police spoke at a Dublin AM Rotary meeting about safety and while there, was asked about panhandling. He gave a balanced view of compassion with the message of not to give money. Ms. Burness stated that her department has been getting that message out as much as possible. There has been a shift in the conversation, which is now more about sharing resources. Resources have been offered about how to talk to their children about panhandling and a column will be coming in the Dublin Villager about panhandling.

Ms. Fox stated that people are concerned about panhandlers not being able to get to the resources on the cards. There is a concern that the City isn't helping them right where they are. As a compassionate community, could we send e-mails to HOAs showing them that every week the panhandlers are approached and offered assistance. At least the residents would know that they have been offered help where they are standing. Therefore, if they turn down the help, a citizen doesn't need to feel guilty about driving by and not giving.

Ms. Burness stated that the community is compassionate and if there is a way to do that, it may be possible. Police officers routinely stop and have conversations with panhandlers.

Ms. Alutto suggested reaching out to the school's business advisory group and maybe collaborate with them. There may be the possibility for a community project. She requested a follow-up from staff regarding what is being done and highlighting some out-of-the-box ideas on dealing with this issue.

Mr. Reiner stated that one of the panhandlers he has observed has a known drug problem. He is the son of a local lawyer, and he is still out panhandling. It is important to keep getting the word out about how many compassionate things the City is doing to help, and that some people just don't want such help. He suggested that in terms of landscaping at these locations, one of the following could be planted to deter panhandlers: *Pyrocantha*, *Monrovia* and *Berberis Thunbergii*.

Ms. Fox stated that, legally, there are things that can be placed on signage, such as, "Give change for change."

Aging in Place

Ms. Crandall gave an update on some portions of the strategic plan and requested feedback to make certain they are on the right track. The strategic plan was created by City staff, reviewed by CSAC, accepted by Council in September 2017 and was a topic at the Council Retreat. The two things that were heard in the Council retreat discussion were that the action steps related to the plan need to include broader community input and that this Public Services Committee would give ongoing guidance as the plan is rolled out.

Ms. Crandall referred to the standard definition of aging in place which is, "*the ability for individuals to remain in their homes or neighborhoods safely, independently and comfortably for as long as possible, regardless of age or ability.*" Ms. Crandall stated that in addition to that

standard definition, the goal is for all of our residents to enjoy all the amenities that our community has to offer. She described a few things to keep in mind as the topic is discussed:

- Every older adult has a different set of needs; and
- There are many organizations that will help provide services, so partnerships are key.

Ms. Nardecchia described the possible next steps. She stated that staff wants to have as many comprehensive community conversations as possible. The first series of community conversations will relate to health, wellness and social services providers. A series with caregivers will take place with the support of Syntero. The older adult community will be a series as well as the faith communities, who in many ways provide social services to their older adults. In mid-March the Ohio University College of Health, Sciences and Professions held a summit involving nearly 30 stakeholder organizations, including agencies at the county level who provide services. They explored the vision of aging in Dublin in the year 2025 and the best services and programming was offered... what does that look like? Three subgroups emerged out of the discussion: technology, in-home/neighborhood services and colocation of services. There was a great deal of energy and enthusiasm at the summit. Next steps are to:

- Continue community conversations;
- Reconvene the summit in mid-July; and
- Begin developing a plan and exploring locations for colocating services.

Ms. Nardecchia provided the dates for the next community conversations. The first four are for residents. The last two are for caregivers. They are:

- Tuesday, May 22 at 2:00 p.m. in the Council Chamber;
- Wednesday, May 23 at 6:00 p.m. in the Justice Center Courtroom;
- Tuesday, June 5 at 2:00 p.m. in the Council Chamber;
- Wednesday, June 6 at 6:00 p.m. in the Justice Center Courtroom;
- Tuesday, June 12 at 2:00 p.m. in the Council Chamber; and
- Wednesday, June 13 at 6:00 p.m. in the Justice Center Courtroom.

Ms. Nardecchia also stated that they would like to have a lunch with the Dublin seniors at the Dublin Community Recreation Center as another audience to engage.

Ms. Alutto stated that she would like to be included in that conversation.

Ms. Crandall stated that additional next steps are to:

- Explore technology solutions, such as the Alexa pilot;
- Syntero has identified some older adult participants to test some technology uses;
- FUSE is on board with some other technological possibilities to try; and
- Beginning an online resources/events page

Ms. Crandall stated that there is a subset at FUSE that focuses on older adults and in-home services such as dispensing of medications.

Ms. Nardecchia stated that they are working on how-to manuals currently and will test some of the technology on employees who are not as technologically savvy to assess how it works.

Ms. Alutto stated that we are the only city in Ohio that is piloting technologies on the senior population.

Ms. Crandall continued with next steps:

- there are some transportation programs that will be coming to test; such as the LimeBike program;

- Recreation services is preparing to update their “Boomer” plan, and in the process will be getting feedback from the public;
- Continue neighbor-to-neighbor opportunities, community service day, kind call, etc.;
- Explore village-to-village programs; and
- Continue partnership with Syntero.
-

Ms. Nardecchia stated that we need to be thinking about this in a more consistent way. Volunteers are putting together a resource guide for the senior homes to have access to things they may not know how to get or that assistance is available.

Ms. Crandall stated that the “yard squad” has been great at starting conversations about what other services might be needed. Make the connection between neighbors and let it unfold. Many neighbors are unaware that a senior neighbor may be struggling.

Ms. Alutto stated that even some of the older adults who do get out into the community for certain events don’t socialize much otherwise.

Ms. Nardecchia stated that this is an area where she sees faith communities connecting.

Mr. Reiner asked how involved should government be in this. Based on personal experience, he has learned what it means to some residents just to get out and have somewhere to go every day and access to exercise and nutrition. It is a big part of preserving the quality of life. As a City, do we go to the next step and have a facility to socialize, work out, eat together, etc.

Ms. Alutto stated that this is all part of the process. Talking to people and getting the feedback of what is needed and what would help is what we are trying to learn.

Ms. Crandall stated that transportation will be a huge component that we will have to solve. Community conversations will continue to help inform on what is needed.

Ms. Nardecchia stated that another huge component is about caregivers. OU is helping to provide a forum for caregivers to connect, convene and facilitate conversation.

Ms. Alutto stated that the City doesn’t have to offer a social solution, but should be a place to go for information and resources.

Ms. Nardecchia agreed and stated that the more we can have colocated the better.

Mr. Reiner stated that at one time, there was discussion regarding Dublin being a “Blue Zone.” Components of a Blue Zone City are happy seniors living long lives. It is an educational process about good nutrition, access to facilities and services.

Ms. Crandall stated that staff member Mollie Steiner has reached out to Blue Zone and discussions are being held about the different phases of the program. The first is to have a keynote speaker come and deliver this message to the community, then form a team, then an implementation phase, etc. There are varying costs to each phase. Ms. Steiner proposed bringing in the keynote to determine if there is corporate interest.

Mr. Reiner stated that he isn't certain that the City needs to join the Blue Zone group because the message is very obvious.

Ms. Alutto stated that it's the connection between the communication and the infrastructure. Staff is on the right track. After these conversations are held, we will have a better idea of what could be solved quickly as well as some longer term strategies. She wants to determine how this committee can help leverage the work that staff is doing for the community.

Ms. Fox stated that it is amazing how far staff has come on this topic. She believes that the perspective of the caregivers will be different. The City has an incredible volunteer group, so we need to look at our strengths and see what opportunities can be offered. Colocation is a wonderful idea for one-stop-shopping. A community town hall meeting for aging in place would also be a great idea. From a Council perspective, there could be an opportunity to retrofit a neighborhood to be more walkable. Council needs to look at development plans to make sure that residents could live in these areas for the rest of their lives.

Ms. Crandall used Muirfield as an example, noting that there are no resources or services available within a five-minute walk. Referred to as the "five-minute neighborhood," it is a concept where a circumference is drawn around a home and try to attract retail into that area.

Ms. Nardecchia stated that as the five-minute neighborhood is discussed, it also applies to the young adult population with special needs.

Mr. Reiner stated that Ms. Fox's point is somewhat a planning and zoning issue. To direct developers to create these kinds of spaces requires zoning that is not really supported in America.

Ms. Fox stated that while the City can't force certain development, it can incentivize it. Specifically, designing parks to be senior friendly.

Next Steps

Ms. Crandall stated that staff plans on bringing more information back to this committee after the community conversations.

Ms. Alutto agreed that she wants to give staff plenty of time to pull together the information.

Ms. Crandall invited committee members to attend the community conversations.

Ms. Nardecchia stated that staff will be asking participants for their address on the sign in sheet and with that information can provide a map of where the people are coming from.

Ms. Alutto stated that the next meeting will be in mid-August.

Ms. Crandall stated mid-August is fine unless this committee wants more information between now and then.

Mr. Reiner inquired as to whether or not anyone has ever compiled a list of charitable offerings around the City.

Ms. Nardecchia stated that those lists do exist in all three counties. There are street cards that you can give to people who are living on the street. Communication and Public Information staff did research as to what to pick as the highest umbrella items. She also mentioned Guide Star, which is a listing of every non-profit organization. She has used it to locate aging in place services.

Mr. Reiner stated that he needs the card to hand out. He would also like to see an article in the newspaper about why residents should not donate to panhandlers.

Ms. Burness noted staff is working on that.

Ms. Alutto stated she will schedule the next meeting in the late August/early September timeframe. An update will be provided to Council regarding panhandling.

The meeting was adjourned at 6:14 p.m.

Clerk of Council



To: Members of the Public Services Committee of Council
From: Michelle L. Crandall, Assistant City Manager
Christine Nardecchia, Volunteer Resources Director
Date: August 31, 2018
Re: Aging in Place Update – Community Conversations

Background

At the request of City Council, following the Council retreat, staff began a process of gathering community input related to Aging in Place. Over the course of two and a half months a series of “Community Conversations” took place. This series included the following:

Agency Summit

On March 16, 2018, the City of Dublin, in partnership with Ohio University's College of Health Sciences and Professions, gathered a group of central Ohio organizations that are focused on health, wellness and social service delivery for older adults. The time spent with this group of leaders focused on service challenges/gaps, opportunities and a vision for the future. A list of agencies represented at this first Summit is attached, along with the facilitated group questions and related notes.

Resident Input Conversations

Seven Community Conversation opportunities were offered to residents during May and June. Four of these were open to any community member wishing to participate. Two were focused on inviting those that are caregivers. The final session was a luncheon with members of the Dublin Community Recreation Center Senior Program. A total of more than 200 residents participated in the seven conversations. These were structured similar to the agency summit, with small groups working on vision-focused questions followed by a larger group discussion as the small groups reported out.

Attached is resident conversation information and summaries including the following:

- Highlights of the feedback categorized in-the format of “Pains” and “Wants.” This was prepared with the assistance of Ethnographers from FUSE by Cardinal Health. These corporate volunteers provided assistance during all of the community conversations and afterward by synthesizing and analyzing the feedback.
- The raw data/feedback from each session.
- A “heat map” showing where attendees live.

Second Agency Gathering

On August 14, a second gathering was held with the health, wellness and social service organizations to provide an overview of the community feedback and gather additional input as to what they viewed as the most critical next steps. We will plan to share some of their thoughts during the Committee's meeting.

All of the feedback from both the service provider organizations and residents aligned well with the City's Aging in Place Strategic Plan. Several priorities emerged that were similar among the groups, as are reflected in the "Pains" and "Wants" summary. The feedback on priorities will help to determine short-term and longer-term next steps as we move forward with implementing the plan.

Recommendation

This is provided as information only for review by members of the Committee prior to your September 5 meeting. We look forward to discussing this feedback with the Committee, as well as providing next-step recommendations and an update of several initiatives already underway. Should you have any questions prior to September 5, please contact Michelle Crandall at 614-206-4886 or Christine Nardecchia at 614-496-1502.

March 16 – Agency Summit Attendees

Aging in Place – Health, Wellness and Social Services

AARP Ohio
Andrews Architects Inc
Avondale / National Church Residences
Capital Health Care Network
Cardinal Health
Cardinal Health - Fuse
Central Ohio Area Agency on Aging
Central Ohio Transit Authority
College of Health Sciences and Professions
Columbus State Community College
Dublin Faith Community Partners
ElderLife Solutions Ltd.
Franklin County Office on Aging
Franklin County Public Health
Home Instead Senior Care
IKOR of NW Columbus
Jarvis Law Office
Jewish Family Services
LeadingAge Ohio
National Church Residences
National Church Residences/Avondale Senior Village
Ohio Department of Aging
Ohio Department of Veterans Services/ Ohio Veterans Homes
Ohio University
OhioHealth
Ripple Life Care Planning
SourcePoint
Syntero
Tartan West Home Owners Association
Washington Twp Fire Dept

City of Dublin Aging in Place Summit Health/Wellness/Social Services

**Ohio University – Dublin Integrated Education Center, Room 245
6805 Bobcat Way, Dublin, Ohio 43016
Friday, March 16, 2018
9:00 – 12:00**

Visioning Questions

The year is 2025 and the City of Dublin has just been named the #1 community in the world to age in place. Other cities are flocking to Dublin to learn how to duplicate what we have been able to collectively co-create. How did the community arrive at this prestigious designation?

1. Thinking about the current challenges faced by your clients/patients/congregation/customers, what does the Dublin community have now in 2025 that didn't exist in 2018?
2. In 2019 a community partnership was established among several organizations and agencies to co-locate and provide a variety of needed services/resources for older adults and their caregivers. What services and resources are now available in 2025 in one location that are making a difference in our residents' lives?
3. What is now available in 2025 for in-home care/living?
4. How have advanced technologies been leveraged to allow residents to stay in their homes as they age?



Aging in Place | March 16, 2018
Health/Wellness/Social Services
Organization/Agency Visioning Session
Summary Notes & Pictures

1. Co-Locating Services/Harnessing Current Assets

- a. Co-locate with Ohio University
- b. Co-locate with the Dublin Rec Center
- c. Adult Day Programs with Kid's Day Care
- d. Dining Centers
 - i. Meals with Students
- e. Spiritual Lives – Local Churches/Mosques/Synagogues etc. for Rides to Services
- f. Background Screening/Checks Funding
- g. Volunteer Workforce for Transportation
- h. Leverage Mental Health Services
- i. Co-location Should Include Volunteers
- j. Analysis of Currently Accessible Building/Facilities
- k. Citywide Transportation System

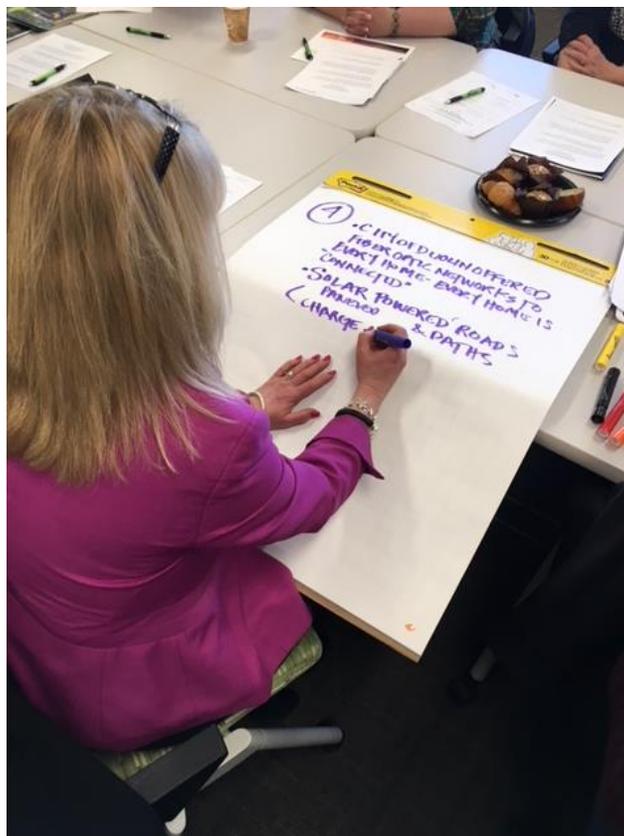
2. In-Home/In-Neighborhood Service and Engagement

- a. Home Companion/Buddy Service
- b. Multigenerational Housing
- c. Services in Multiple Languages
- d. Community Service Officers – Home Vigilance/Checks
- e. Pets
 - i. In-home Care
 - ii. Pet Food Delivery
- f. Food Delivery Tailored to Needs
- g. In-home Healthcare Visits
- h. Mobile Senior Center with Information
- i. "Neighbors Helping Neighbors" Check-in on High Risk
- j. "Kind Call" – Regular Check-in Phone Calls
- k. Provide In-home Activities
- l. In-home Fitness Solutions
- m. Start Communication and Preparation for Aging Early
- n. Community Gardens

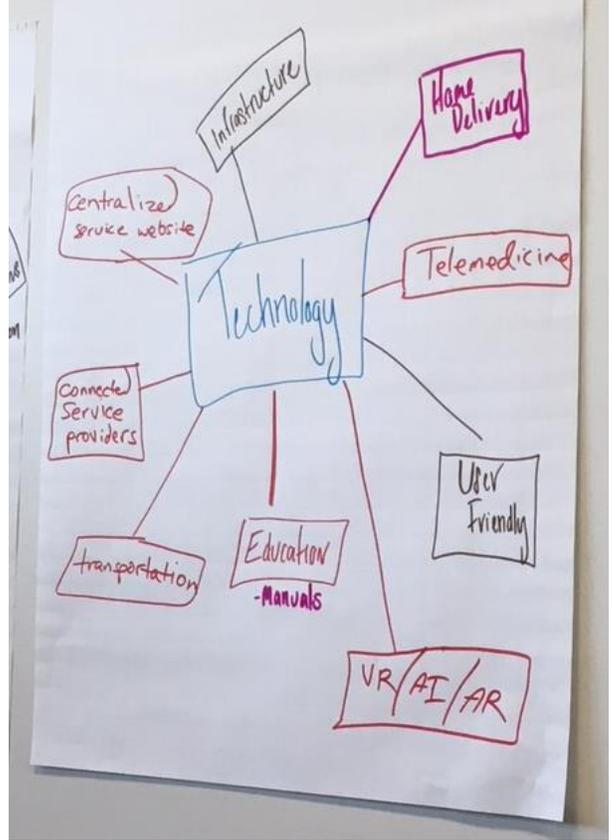
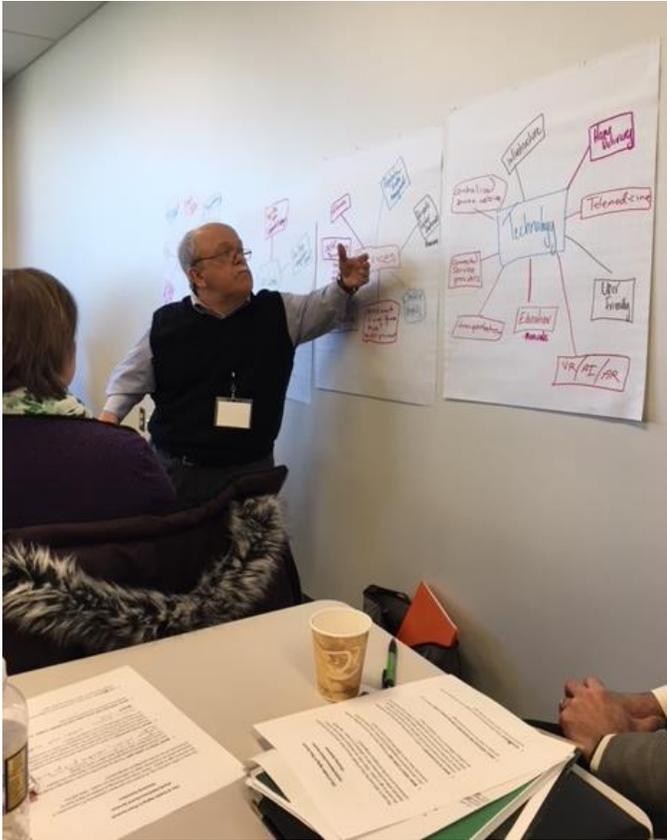
3. Technology

- a.** Dublin App with All Relative Information
 - i.** Healthcare Hub
- b.** Central Service Website – User Friendly
- c.** Connect with 911 – Coordination to Senior Care
- d.** Electronic Medical Monitoring – Smart Clothing, Watches, etc.
- e.** Remote Medication Tracking
- f.** Telemedicine
- g.** 3D Printing for Prescriptions
- h.** Robotic Medicine – Vital Checking or Other Services
- i.** Senior “Uber”
- j.** Autonomous Vehicles for Seniors
- k.** “Real Time” Data for First Responders
- l.** Fiber to Every Home
- m.** Solar Powered Roads and Paths
- n.** Self-charging Kiosks Around Town
- o.** Virtual or Augmented Reality for In-home Physical Therapy
- p.** Bio Sensors in Home
- q.** Adapted Accessible Vehicles

Visioning Session Pictures







City of Dublin Aging in Place 2018 Community Conversations Highlights: RESIDENTS Spring/Summer 2018

The following points highlight the “Pains” and “Wants” relayed by residents. Based on the analysis and compilation work of Priya Rao, Cardinal Health.



Transportation “Pains.” Residents shared difficulties with finding reliable transportation for shopping, doctors etc.; finding wheelchair accessible transportation when needed; creating accessibility in home - chairs, flooring, bathrooms, etc. Their “wants” are the following:

- On-demand transportation
- Community transportation option that is 24x7
- Transportation Options – senior-friendly people and vehicle
- Affordable transportation options for people in wheelchairs
- City trained and operated transportation – senior-friendly shuttles by appointment
- Remote services:
- Remote doctor visits
- Physician house calls
- Grocery/medication delivery
- COTA for older adults



Housing “Pains.” Residents shared that staying in their home is expensive; yard upkeep and lack of reliable contractors is problematic; a loss of community feel with development; high rise buildings unfriendly/unwelcoming; neighborhood options for meal prep and shopping. Their “wants” are the following:

- Broader housing options – locations and types
- Housing choices in:
 - Downsizing
 - Increased housing stock options
- A neighborhood with community garden
- City provided yard service
- Neighbors helping neighbors
- Modifications process to adapt homes for senior living
- Bike path that motorized vehicles could ride on



Social Services/Services “Pains.” Residents shared that with services, they struggle with technology in that they would like referrals for repair and tech education; would like free internet services; they could use help with simple home service needs such as fixing or replacing lightbulbs; would welcome library delivery and delivery or in-home services for pet services/groomers, beauty services/barbers. Their “wants” are the following:

- Technology camps for seniors (Training on technology/helpdesk – concierge services)
- Handyman referral services
- Website to schedule pet care, finances/taxes, beauty shop, nutrition, medication management
- Zone senior community (address isolation) senior enclave - parking garages empty soon
- Intergenerational connections in neighborhood
- Opportunities to keep learning



Health “Pains.” Medication reminders. Medication management/ advising/ disposal of medicines; Diabetes support; How to use the healthcare system. Their **“wants”** are the following:

- *Better accessibility for seniors as pedestrians. More sidewalks. ADA railings*
- *Mobile medical and dental services*
- *In-home exercise & therapy*
- *Quality of life assessment for seniors*
- *Well checks*
- *How to apply to Medicare, find a new doctor, manage medical bills*



Wellness/Purposeful Living “Pains.” Isolation – even with family close; Taking care of myself - knowing options; Taking care of others knowing options; getting my voice heard. Their **“wants”** are the following:

- *Activities and programming*
- *Engaging residents, especially those without family in the community*
- *Know more about resources available*
- *More sidewalks*
- *Safe environment - (e.g., no pets)*
- *Volunteer services - knowing about them and getting the word out*
- *Park space dedicated to senior activities*

City of Dublin Aging in Place 2018 Community Conversations Highlights: CAREGIVERS Spring/Summer 2018

The following points highlight the “Worries” and “Wants” relayed by caregivers. Based on the analysis and compilation work of Priya Rao, Cardinal Health.



Transportation “Worries.” Reliable transportation for my loved one. Caregivers “wants” are the following:

- On-demand transportation
- Transportation Options – senior-friendly people and vehicle
- Wheelchair accessible transportation
- City trained and operated transportation – senior-friendly shuttles by appointment
- Public-sponsored transportation for senior citizens in Dublin “D-bus”



Housing “Worries.” Their home not being conducive to their current lifestyle needs and that they may not be able to handle emergency situations. Caregivers “wants” are following:

- Access to experts to assess their home for safety and accessibility
- A system that will allow emergency service responders to enter their home during time of need



Social Service/Service “Worries.” Lack of access to social groups/community for my loved one, and not knowing people who can help me at our time of need. Caregivers “wants” are the following:

- Social groups/people dealing with similar issues as my loved ones
- Ways to find a buddy to help my loved one/to hang out with them
- Email pals that my loved one can communicate with



Health “Worries.” Not knowing how to use the healthcare system and knowing the options for loved ones. Caregivers “wants” are the following:

- Insurance experts, not someone who is selling insurance plans
- An online system like yelp for doctors to help me find the best doctor for my loved one
- In-home support for my loved one



Wellness/Purposeful Living “Worries.” Finding the right technology to help my loved one live a better life, lack of options available to see the doctor. Caregivers “wants” are the following:

- Contractors that can help make their home more senior-friendly (install ramps, build bathrooms downstairs)
- Facetime with doctors
- Devices that will transmit the data to healthcare professionals without my loved-one stepping out of the house
- “Daycare” for my loved-one

Resident Conversations

Session Date	Response to Question – What brought you here?
5/22/2018	Housing choices - affordable, downsizing Housing renovations - adapting to what you have Stayin in home is expensive Isolation - even with family close Caregiver for aging parent - challenges and stress Ratio of staff to residents in senior care facilities is horrible Options for in-home care instead People living longer - don't want to leave their home, challenges maintaining home, Emergencies - what do you do? Do not want to pay rent or buy expensive condo Concerns - not wanting to move Not interested in going into nursing home - need options Fixed income an issue Interested in senior daycare Need reliable caregivers In-home care is too expensive Losing sleep over what will happen in the future Code issues - building in-law suite on property Neighborhood walkability Transportation Keeping your purpose - "The purpose of life is a life with purpose"
5/23/2018	Fear Sandwich generation Housing options Resource availability Plan - what are we doing? Home modifications - challenges with PZ and building process Housing costs Resources - listen, take back notes Broader housing options -locations, types,
6/5/2018	Downsizing options Taking care of self, what are options? Taking care of others Want voice to be heard Senior activities, what do centers have Transportation: shopping, doctors, etc. Want to learn more Taxes are on the rise and want to see how we can age in Dublin Go Go Grandparent idea relevant for Dublin

Resident Conversations

6/6/2018 Concerned where community is going
Senior citizen activities and programming
Know more about resources available
Transportation issues/getting places
Housing stock options/ranch homes
More oversight on rental upkeep
Role of faith-based community

6/21/2018 Free Lunch
want to stay in my house or downsize in Dublin
Like new ideas
What benefits will I get to stay in Dublin
Teens & technology
Discounts through OU
Engaging residents especially those without family in the community

Session

Date **Response to Question: In 2025 Dublin is the most age-friendly city. What is here?**

5/22/2018 Transportation - non car options, walkable environment
Senior daycare
Village to Village model - neighbors helping neighbors
Mentors, coaches - teach me how to make lasagna
Trading information with generations - helping each other - Knowledge network
Cool lime scooter - like lime bikes, but for seniors
Choice - where to get services
Micro-communal living - like Golden Girls
Parks modified to accommodate seniors
Senior activities where seniors lead and participate
Affordable housing under 250k
Dependable transportation
Daycare for seniors with preschools nearby
Phone tree to check on each other
Personal robots
Intergenerational
City trained and operated transportation - handicap shuttles by appointment
Volunteer organization - transportation network
Neighborhoods - HOA's
Better accessibility for seniors as pedestrians. More sidewalks. ADA railings
Expanded community service days
Reinstate homestead tax
Alexa - Disseminate information, "Dublin Kindness" websites
More commercial development vs residential - lower taxes

Resident Conversations

Mobile medical and dental services
Traffic - driver behavior, autonomous vehicles, Dublin uber
Referral network (Beacon Hill)
Creative zoning codes
Tax strategy geared towards seniors
Zone senior community (address isolation) senior enclave - parking garages empty soon
Percent of new developments to be senior friendly
Focusing on keeping our seniors, well, healthy and involved. Good Nutrition and education on why it's im
Ohio University students to live in seniors empty spare bedrooms

5/23/2018 Driverless transportation options
Middle income affordable housing
Accessible shopping and services
Continuum of care
Elevators - affordable
Retrofitting housing - how, where, how much
Vibrant for multi-generations
Affordable, friendly senior housing
Tax credits for over 65 years old
Transportation/Mobility - socialization
Individual and mass transit - "on call" for appointments
Socialization important - technology?
Remote medical care
Planning stores close to neighborhoods
Transportation around the City
Pocket parks
Places to make people feel useful - volunteer opportunities
Senior corporations in Dublin - develop relationships
Modifications process to adapt homes for senior living - "pods" in backyard
More front porches or encourage being neighborly
Nextdoor - senior focused
Mobility resources and assistance
seniors only communities

6/5/2018 Neighborhoods Return
Well checks
EMS services education
Lower taxes
Resource center
housing and senior center
Community volunteers based on service structure
Maintain "brand" attractive to businesses
Homes are more universally accessible (design functions)

Resident Conversations

Transportation is universally accessible
Volunteer transportation support
Better communication of services available
more sidewalks
Door to door transportation - monorail, affordable
Safe environment - no dogs
Transportation - consolidated booking online, accessibility, affordability, 24/7 service needs, tap into schools
Affordable ranch-style housing
self-driving cars
robots that are unlimited
push button transportation
COTA for older adults
Intergenerational village concept - neighbors assisting each other
Activities to encourage inter-mingling
unlimited transportation
Accessible homes - universal architecture design
Neighbors helping neighbors
Return of neighborhood bond
Home share - rent out spare bedrooms
Village community - to provide services, school & community
Social service for all in neighborhood
Volunteer services - knowing about them and getting the word out

6/6/2018 Dublin City Schools has its own pool
Dedicated space for 50+
Inter and Intra City mass transit options
Affordable housing for down-sizing
multi-generational co-op living
Park space dedicated to senior activities
Meaningful volunteer services for all seniors
Inter-connected transportation system
Accessibility for seniors with new buildings
Neighborhood nodes to connect schools, rec center, health care, activities
Integrate young and old
Tiny houses
Granny pods

6/21/2018 No notes from this session

Resident Conversations

Session

Date Responses to Question: By 2025 what is co-located?

- 5/22/2018** Mental health
Tax assistance
Referral resources
Ombudsman - for all services
Shared meal plans and community dinners
Retirement and senior education
Separate or expanded senior center -More activities
Senior daycare center - socialization and relief for caregivers
Medical
Special senior equipment to help with accessibility in parks
referral network
- 5/23/2018** Resource center - physical interaction, skype/video, small gathering place for interaction
Multi-generational education options - art class, etc.
Source Point - Delaware County Great model for fitness, wellness, Medicare, etc.
Nutritional resources
Accessible services - food, medical, social security, wellness/fitness, O.V. aspirational model
Mixed use - residential, retail, live, work, play
Medical services - gerontologist, primary care
Mobile medical options
RX delivery and checks
Entertainment opportunities
Opportunities for intellectual stimulation - speakers, conversations
Resources - streamline access
- 6/5/2018** Schools/senior centers
Social services/representative from various organizations
Medical - all-encompassing services, same locations (Medical, pharmacy, lab/x-ray, therapy)
Pet care services at the Rec Center
Financial/tax/advance deliveries
volunteer/work
senior center
central meal centers
multiple activities center
Educational opportunities
small essential centers
single point of contact - concierge
Real person to person contact
skype between service providers
medical / social support
Dentist, hair, meals

Resident Conversations

Community senior living at Rings and Frantz Road
plans for Coffman/emerald parkway building when vacated (City Hall)

6/6/2018 Veteran service center (get healthcare, etc.
Family center – support, coaching, etc.
Diversity – celebrate and integrate aging population and youth – school age
Seniors mow city and school properties for free (city and schools save money)
Immigration resource center, navigate citizenship, support, connection
Communication Service Center - one stop shop
Library/ Veteran services
Connect seniors with school based opportunities
Lunch visitors in schools – seniors eat for less but have youth company

6/21/2018 Library- A place to have facilitators
Staff- understand older adults & have empathy
Medical “facilitator”
Health care providers in one place
Home advisors- someone to connect with resources for home repair/inspection needs.
Transportation options- “trolley” example
Health-care providers in one place
Navigate-
 Medicaid/Medicare/Insurance
 In-home services
 Funeral
 Elder law
 Transition options
Social Services
Exercise expert equipment
Behavioral health
Taking class
Tech consultant- can help teach & fix
Social events
Connected to events, opportunities
Kind-call
Caregiver resources

Resident Conversations

Session

Date Responses to Question – In 2025 what in-home services are available?

5/22/2018 Technology training in home
Rehabilitation and office visits
Monitoring and sensor assessments
Aging audit and assessment
Trained geriatric EMS
Volunteer groups
Therapists come to home
Medical care - house calls
maintenance of home - inside and out
Subscription
Personalized food service
Food - chef
Assessments for accessibility in home - chairs, flooring, bathrooms, etc.
Video Alexa - physical therapy, doctor visits, etc.
Transportation
Mobile-medical

5/23/2018 Handyman to help
Home concierge service
Simple service needs - lightbulbs, ice cream, lunch with...
Physician house-calls
meal delivery on demand
one point contact for senior resources
Housekeeping
Handyman referral services
Healthy meal preparation
on-demand transportation - senior uber
How to adapt to home
handicap accessible options
Community transportation options - 24/7
Affordable transportation options for people in wheelchairs
Grocery delivery
technology assistance
Need good, reliable references for in-home needs (Angie's List)

6/5/2018 Library delivery
welcome wagon concept
anything you need - affordable
medical for everyone (caregiver with a route)
social support
delivery services - food, home goods, etc.

Resident Conversations

Pharmacy / DME
website for home-making tasks (snow removal, yard)
pet services/ groomer
beauty/barber
nutritional
medicine management/ advising/ disposal of medicines
de-clutter home / home organization
removal of hazardous waste/shredding
meal delivery
doctor house calls
dental services
home maintenance
personal care (laundry, cleaning)
Website to schedule pet care, finances/taxes, beauty shop, nutrition, medication management
shopping

6/6/2018 Nutrition/dietitian
Senior advocacy
Diabetic support
How-to use healthcare system
Medicare/social security, etc. (Government Services)
Medical concierge services
Quality of life assessment for seniors
social services
Occupational Therapy
Physical Therapy
Spiritual care
In-home delivery of co-located services
Snow removal
Lawn care
Repairs – contractor
Health care
Grocery delivery
Internet
Welcome wagon

6/21/2018 Transportation- People & vehicle options
Yard care
Volunteer community involvement
Village to village model
 Ask for services
 Provide services
Doctor- Remote Doctor Apt through Technology

Resident Conversations

- Alexa- personal reminders- set up
- In-home exercise & therapy
- Neighbor to neighbor connection
- Errands
- Hair & other service
- “Next Door” Neighbor program
- Meals
 - Prepare for them in-house
 - Deliver
- Adapt home for needs
- House share-students
- Intergenerational connections in neighborhood
- Downsizing
- Technology- repair & education
- In neighborhood services
 - Seniors helping teens
 - Teens helping seniors
- Pet services- If you don't have a pet, have pets visit
- Groceries- delivery & help prepare
- Maintenance Service- Village to village model
- Drones delivery
- Security- help when contractor comes to home
- Autonomous vehicles
- Energy co-op
- City-wide internet
- House watch inside when some
- Financial planning

Resident Conversations

Session

Date Responses to Question – In 2025 what technology exists?

- 5/22/2018** Visual impairment - voice technology
"Asimo" - Honda partnership?
Technology training in home
Volunteer geek squad
Robot assistant - cleaning, etc.
Video interaction
Daily check-ins
Voice activated assistance
voice/text capabilities
sensors and monitors for personal safety
consolidated medical history
Wristbands monitor health and safety
Fiber optics - or fast broadband to the home - connects to community
Robotic house cleaners like Roomba
Phone tree to check on each other
Voice assisted tools
Call in number 1-800 same as Alexa
Smart suburb - transportation (senior uber),
Personal robot
Technology Accessibility - what if no computer, iPad, etc.
Automation - grocery list, medical appointments
- 5/23/2018** self-correcting technology
Easily accessible tech assistance
Genius bar concept
home assistant technology
Assistance - cameras - Alexa, Google Home
Prescription information online
Technology assistance
- 6/5/2018** Internet everywhere - volunteer training
Multi-cultural video conferencing
Consolidated booking for transportation online
Help desk concept - concierge
Help navigating cable/phone/streaming
Tele-medicine
Remote monitoring of home
Home environmentalist
Home security
Emergency response monitoring - activity sensor, physically checking in
Web services - computer class, monitoring for personal items

Resident Conversations

- Directories (411)
- welcome wagon online
- Voice controlled: appliances, lights, vehicles,
- Medication reminders
- Training to use technology
- Robots to perform tasks
- External help-desk
- Sidewalks have help buttons similar to college campuses
- Paper directories, phone books, yellow pages
- Technology camps for seniors
- Home appliances - smart ovens that you can control from phone

6/6/2018 “Tech Squad” to teach tech use to seniors

- Autonomous vehicles for seniors
- Free hearing aides
- “smart” rooms/health houses
- Expand the life alert concept
- Better/more frequent communication
- Virtual and in-home doctor
- Onboarding course – living in Dublin
- Welcome wagon
- Wireless connected city (everyone has access)
- Resource swapie tomatoes home help

6/21/2018 Learning/knowledge

- Peer to peer sharing
- On demand Concierge Services – tech set up
- Tele- medicine
- Drones-What about theft
- Technology- make it senior friendly
- Alexa
- Library books on-line
- Rumba
- Uber/Lyft
- Tech help
- Health monitoring
- Local day
- Driverless cars
- Concierge services
- Hearing services
- Passwords- Facial or voice recognition

Resident Conversations

Session

Date Response to Question – In 2025 What exists in your neighborhood?

6/21/20018

Community

- People connection

- Things to do together-similar interests

Need a social network

Stay in current home

- Services- lawn, meal, leaning. Etc.

Physical home

- 1 floor- ranch, condo

- 2 car garage- no steps

- High price of home in Dublin \$250,000

Location

- Multi-generational

- Close to amenities

- Easy to walk

Community living (one person to help with all of these things)

- Want to know their neighbors

- Block parties

- Breakfast/lunch

Neighbors helping neighbors

In-home services & delivery

Technology assistance

Housing- expensive- large looking home but is several tiny homes

Lower property tax

Dublin is getting so sprawled that it doesn't have the feel of a community. No town center.

Enjoys living in condominium but miss doing yard work. Would like a neighborhood that has a Community garden.

Enjoy the safety they feel in Dublin.

Want a community. They used to feel a sense of "community" in Dublin but no longer feel this way based on changing households in their community and so much development.

Would like a bike path that motorized vehicles could ride on.

Would love to stay in their current residence (single-family residential structure) but would like city to offer yard service for a few. They do not trust private contractors.

Interested in finding a smaller and more affordable home.

Want to be close to restaurants or have options to help with meal preparation. Shopping, unloading groceries and then preparing meals is too much work.

A couple stated their biggest fear for the future is they are not going to like living here.

- Too much development, too many high rise buildings make it seem "unfriendly" or "unwelcoming".

Caregiver Conversations

Session Date

6/12/2018

Response to Question – Where do you find help/resources?

Clearinghouse, a central location or service to help you with information about finding the best services

Need knowledgeable people to answer questions, who have experience

Can be a phone or an internet service, but talking to a real person is always better

“Yelp, but for doctors” - place for honest feedback, language barriers

A city sponsored, accessible and easy to use service who is staffed by employees trained in helping senior citizens

Need more housing options in 150k-250k range

6/13/2018

Can be confusing when it comes to working with the counties. Emergency situations make things even harder (having to make decisions in a moment instead of having a planned response and time to think through all of the options.)

Living on a limited and fixed income can make it hard to find realistic options. Had to put mother somewhere, Dublin retirement was too much and ended up putting her mother in spring leaf, which didn't have all of the amenities.

Found the physician first, then looked for housing. Went to her general practitioner and asked them to take on mother as well.

Hard to find doctors who are taking on patients, had to call and ask six different places before they found somewhere. Looked on a “.gov” site for help.

There should be a website, resources should be available at the library. A “start here” that is easy found, as it can be hard to know where to start the process.

You don't know what you don't know. “If you're in a wheelchair you're better off than if you're in a walker” in terms of mobility.

Session Date

6/12/2018

Response to Question – What should be co-located?

Insurance expert, but not someone who is selling insurance.

A place for advice on navigating familial conflicts from a counseling perspective, mediation services.

6/13/2018

“Welcome! Start here!” so you know where to start

Information on caretakers, and relief opportunities for caretakers

“Certified elder law”, way to know your rights and find someone to help

Information on guardianship—there's a lot you don't think about until you're in that role.

Ongoing classes for caretakers

Care for dental and with more simple tasks, like clipping toenails

Ways to engage with people (i.e. Art opportunities, green houses and gardens, etc.)

Caregiver Conversations

Session

Date **Response to Question – What would you like to see in the way of transportation?**

6/12/2018 A city sponsored, accessible and easy to use service who is staffed by employees trained in helping senior citizens

6/13/2018 Uber can be hard because they're not trained to deal with older clients who may need additional assistance
Public-sponsored transportation, the "D-bus" would be great to have

Session

Date **Response to Question – What are your technology needs/wants**

6/12/2018 Chair elevators
Contractors to make downstairs bedroom and bathrooms accessible
ARB makes it difficult to install ramps in the historic district
Delivery of groceries and prescription medications

6/13/2018 Facetime with a doctor would be helpful
Life alert is helpful
Mother (older) is very active on social media and on her phone in general
Smart scale or devices that can transmit data to your medical professionals.
We need "email pals" for people to communicate and write to each other. Her father used to email his old war friends a lot before they all passed, now he doesn't use technology anymore.

Session **Response to Question – What services have you found that you have been happy with?**

Date

6/12/2018 no notes on this

6/13/2018 Meals on wheels, services to help you in modifying your home. Life alert.
Created a system when if you father called for emergency services' assistance, responders would be able to use a key available in a lockbox to access the home instead of knocking down the door.

Modified the home to make it friendlier to aging. Added walkers on all floors of their split level.

Have someone available to come out to your home and assess it for safety and accessibility - VA does this, not a lot of people know about it

Caregiver Conversations

Session

Date Response to Question – How do you relax?

6/12/2018 Walking groups / being around people who are also dealing with similar issues
From a big family, rotate time as a caregiver with other members of the family. Need to have time away to live a “normal life”
Schedule time for yourself, yoga etc.
Support groups - valuable and helpful way to deal with stress

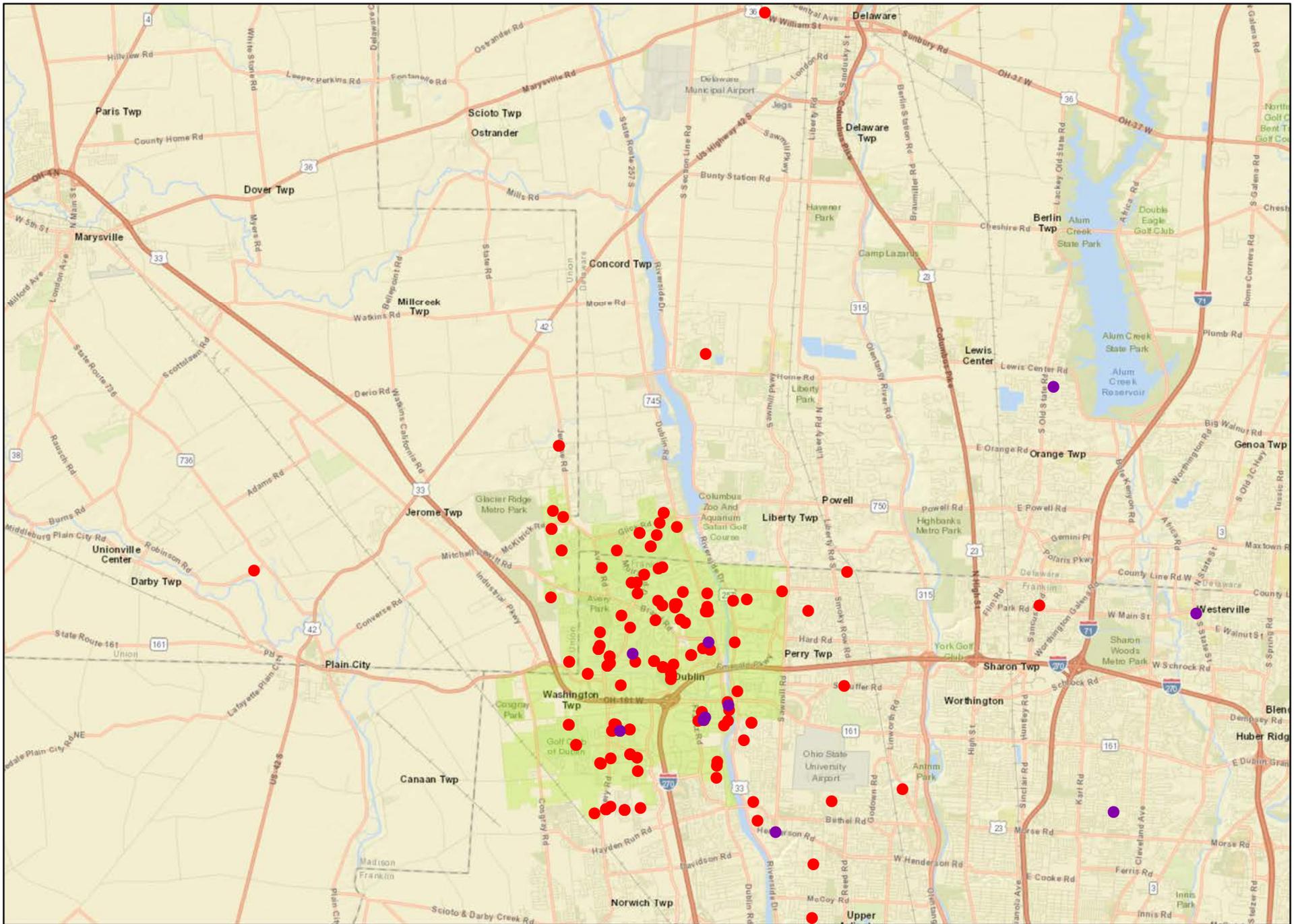
6/13/2018 Find a buddy for their parent to interact with and hang out with so that the caretaker can take a break.
Need people to help at the last second, may have no friends or family in their community

Session

Date Response to Question – What else would you like to see?

6/12/2018 A city sponsored campaign to educate people on how to treat the elderly
Great way to help students gain an understanding of what it’s like to work with the elderly
Find a way to better utilize the services that come out and assess the safety and accessibility of your home and your property—provide ideas to increase safety.
Need more options for patio homes, priced between 150k and 250k

6/13/2018 Create a multi-generational approach to caregiving through education
Ex. Sometimes an older child may take the role of the caregiver while their parent needs a break.



Aging in Place

- Residents
- Caregivers