

CLAREMONT COMMITTEE ON AGING MEETING AGENDA

Joslyn Center
660 North Mountain Avenue
Claremont, CA 91711



Wednesday
March 13, 2019
12:00 p.m.

COMMITTEE MEMBERS

MIKE ESCHLEMAN
CHAIR

BARBARA MOWBRAY
VICE CHAIR

NANCY AMBROSE ARLENE ANDREW ANITA CHALMERS LINDA CHAVEZ

PAT COYE GERALD GOLDMAN CHARLENE HAZELTON CONNIE KANG

ROBIN LEONHARD LYNNE MARSENICH JOSE MONTENEGRO

ANENA O'BRIEN WILLIAM REED KAREN ROSENTHAL

DEBORAH SCOTT TOUX (C&HS) FLOY BIGGS (CSS) DON PATTISON (CSF)

CALL TO ORDER

ROLL CALL

CEREMONIAL MATTERS, PRESENTATIONS, AND ANNOUNCEMENTS

PUBLIC COMMENT

The Committee on Aging has set aside this time for persons in the audience to comment on items that ARE NOT LISTED ON THIS AGENDA, but are within the jurisdiction of the Committee on Aging. Members of the audience will later have the opportunity to address the Committee on Aging regarding ALL OTHER ITEMS ON THE AGENDA at the time the Committee on Aging considers those items.

At this time, the Committee on Aging will take public comment for 30 minutes. Public Comment will resume later in the meeting if there are speakers who did not get an opportunity to speak because of the 30-minute time restriction.

The Brown Act prohibits the Committee on Aging from taking action on oral requests relating to items that are not on the agenda. The Committee on Aging may engage in a brief discussion, refer the matter to staff, and/or schedule requests for consideration at a subsequent meeting.

The City requests, but does not require, speakers to identify themselves. When you come up to speak, please state your name unless you wish to remain anonymous. Each speaker will be allowed four (4) continuous minutes.

CONSENT CALENDAR

All matters listed on the consent calendar are considered to be routine. The Committee on Aging may act on these items by one motion following public comment. Only Committee Members may pull an item from the consent calendar for discussion.

Now is the time for those in the audience to provide public comment on the consent calendar. Each speaker will be allowed four (4) continuous minutes to comment on items on the consent calendar.

Routine Administrative Item

1. COMMITTEE ON AGING SPECIAL MEETING MINUTES FROM JANUARY 16, 2019.
Recommendation: Approve and file.
2. CONSULTING NUTRITION SERVICES AND QUALITY ASSURANCE MONTHLY SUMMARIES FOR DECEMBER 2018 AND JANUARY 2019.
Recommendation: Receive and file.
3. EXCURSIONS MINUTES FOR JANUARY AND FEBRUARY 2019.
Recommendation: Receive and file.
4. MEMBERSHIP TASK GROUP MINUTES FOR JANUARY 15, 2019.
Recommendation: Receive and file.
5. CLAREMONT SENIOR FOUNDATION, INC., FRIENDS BUDGET TRACKING FY 2018-19
Recommendation: Receive and file.

◆◆◆ END OF CONSENT CALENDAR ◆◆◆

ADMINISTRATIVE ITEMS

6. HOUSING ELEMENT UPDATE/RECERTIFICATION (ORAL REPORT)
Recommendation: Receive a presentation on the Housing Element Update/Recertification from Community Development Senior Planner Leticia Cardoso.
7. ROUNDTABLE REPORT (ORAL REPORT)
Recommendation: Receive a report from individual Committee Members.
8. NOMINATING COMMITTEE UPDATE (ORAL REPORT)
Recommendation: Receive an update from the Nominating Committee discussing the Committee on Aging membership, members terming out, and a proposed slate of candidates being considered for new fiscal year. The final slate will be presented at the May Committee on Aging meeting for final consideration and approval.
9. EMERGENCY PREPAREDNESS AD HOC UPDATE (ORAL REPORT)
Recommendation: Receive a report from the Emergency Preparedness ad hoc.
10. FOURTH OF JULY CELEBRATION PARTICIPATION (ORAL REPORT)
Recommendation: The Committee on Aging will discuss their involvement in the City's Fourth of July Celebration.

11. CHAIR REPORT (ORAL REPORT)

Recommendation: Receive a report from the Committee on Aging Chair.

12. CITY COUNCIL REPORT (ORAL REPORT)

Recommendation: Receive a report from the City Council representative.

14. COMMUNITY AND HUMAN SERVICES COMMISSION REPORT (ORAL REPORT)

Recommendation: Receive a report from the Community and Human Services Commission representative.

15. HUMAN SERVICES DEPARTMENT REPORT (ORAL REPORT)

Recommendation: Receive a report from Human Services staff.

CONTINUED PUBLIC COMMENT

This time is reserved for those persons who were unable to speak earlier in the agenda because of the 30-minute time restriction.

ADJOURNMENT

THE NEXT MEETING OF THE COMMITTEE ON AGING WILL BE ON MAY 8, 2019 AT 12:00 P.M. IN THE WEINBERGER WING AT THE JOSLYN CENTER, 660 NORTH MOUNTAIN AVENUE, CLAREMONT.

I, JENNIFER HELÉ, HUMAN SERVICES SUPERVISOR OF THE CITY OF CLAREMONT, CALIFORNIA, HEREBY CERTIFY UNDER PENALTY OF PERJURY THAT THE FOREGOING AGENDA WAS POSTED AT CLAREMONT CITY HALL, 207 HARVARD AVENUE, AND THE ALEXANDER HUGHES COMMUNITY CENTER, 1700 DANBURY ROAD, ON MARCH 7, 2019 PURSUANT TO GOVERNMENT CODE SECTION 54954.2.

PLEASE NOTE: MATERIALS RELATED TO AN ITEM ON THIS AGENDA, AND SUBMITTED TO THE COMMITTEE ON AGING AFTER PUBLICATION OF THE AGENDA, ARE AVAILABLE TO THE PUBLIC IN THE ALEXANDER HUGHES COMMUNITY CENTER AT 1700 DANBURY ROAD, CLAREMONT, MONDAY THROUGH FRIDAY, 9 AM – 5 PM. SUBJECT MATERIALS WILL BE MADE AVAILABLE ON THE CITY WEBSITE AS SOON AS POSSIBLE - WWW.CI.CLAREMONT.CA.US. FOR MORE INFORMATION, PLEASE CALL THE HUMAN SERVICES DEPARTMENT AT 909-399-5490.

IN COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT OF 1990, THIS AGENDA WILL BE MADE AVAILABLE IN APPROPRIATE ALTERNATIVE FORMATS TO PERSONS WITH DISABILITES. ANY PERSON WITH A DISABILITY WHO REQUIRES A MODIFICATION OR ACCOMMODATION IN ORDER TO PARTICIPATE IN A CITY MEETING SHOULD CONTACT THE CITY CLERK AT 909-399-5461 “VOICE” OR 1-800-735-2929 “TT/TTY” AT LEAST THREE (3) WORKING DAYS PRIOR TO THE MEETING, IF POSSIBLE.

Post Through: March 14, 2019

**COMMITTEE ON AGING MEETING
MINUTES**

Wednesday, January 16, 2019 – 12:00 p.m.
Joslyn Center
600 N. Mountain Ave., Claremont, CA, 91711

CALL TO ORDER Chair Eschleman called the meeting to order at 12:05 p.m.

ROLL CALL

PRESENT ESCHLEMAN (CHAIR), MOWBRAY (VICE CHAIR), AMBROSE, ANDREW, CHALMERS, COYE, GOLDMAN, HAZELTON, KANG, LEONHARD, MARSENICH, MONTENEGRO, O'BRIEN, REED, SCOTT TOUX (C&HS)

LATE ARRIVAL MOWBRAY (VICE CHAIR), KANG

EARLY DEP. KANG, O'BRIEN

ABSENT BIGGS (CSS), CHAVEZ, PATTISON (CSF), ROSENTHAL

ALSO PRESENT Jason Lass, Claremont Senior Program Supervisor II
Christina Delgado, Claremont Senior Program Site Coordinator
Larry Schroeder, City Councilmember

CEREMONIAL MATTERS, PRESENTATIONS, and ANNOUNCEMENTS

Chair Eschleman introduced Bob Gordon from Claremont Emergency Response Team (CERT) and announced that Committee Member Chavez is currently recovering from surgery.

PUBLIC COMMENT

Chair Eschleman invited public comment.

There were no requests to speak.

CONSENT CALENDAR

Chair Eschleman invited public comment on the Consent Calendar.

There were no requests to speak.

Routine Administrative Items

1. **COMMITTEE ON AGING MEETING MINUTES FROM NOVEMBER 14, 2018.**
Approved and filed.

2. RECEIPT OF CONSULTING NUTRITION SERVICES AND QUALITY ASSURANCE MONTHLY SUMMARIES FOR OCTOBER AND NOVEMBER 2018
Received and filed.
3. RECEIPT OF EXCURSIONS MINUTES FOR OCTOBER AND NOVEMBER 2018
Received and filed.
4. RECEIPT OF EMERGENCY PREPAREDNESS AD HOC MINUTES FOR DECEMBER 2018
Received and filed.
5. RECEIPT OF CLAREMONT SENIOR FOUNDATION, INC. FRIENDS BUDGET TRACKING FY 2018-19
Received and filed.

Committee Member Andrew moved to approve the consent calendar, seconded by Committee Member Chalmers, and carried on a vote as follows:

AYES: ***Committee Member – Eschleman, Ambrose, Andrew, Chalmers, Coye, Goldman, Hazelton, Leonhard, Marsenich, Montenegro, O’Brien, Reed, Scott Toux***

NOES: ***Committee Member – None***

ABSENT: ***Committee Member – Biggs, Chavez, Kang, Mowbray, Pattison, Rosenthal***

ADMINISTRATIVE ITEMS

Vice Chair Mowbray arrived at 12:08 p.m.

6. TRI CITY MENTAL HEALTH SERVICES OVERVIEW

Committee Member Montenegro, who recently retired from Tri City Mental Health Services, gave the Committee an overview of the services that are offered through the organization. For older adults specifically, Tri City offers social activities, field trips to aging conferences, mental health support groups, job fairs, laptop and tablet usage, and events at their Wellness Center. Through the Mental Health Services Act (MHSA) Community Navigator Program, trained professionals can conduct outreach and connect individuals in need to resources. Richard Franco, a Community Navigator, is available at the Joslyn Center Annex building during Food Pantry hours on Tuesday and Thursday afternoons for walk-in assistance.

Committee Member Kang arrived at 12:15 p.m.

7. ROUNDTABLE REPORT

Committee Member Chalmers announced that the next Mingle & Munch Social Group mixer will take place at the Alexander Hughes Community Center on Friday, February 8. The theme will be “Chinese New Year.”

Committee Member Coye shared that the next After Work Series event will take place on February 7 at Pomona College. The lecture will feature a Pitzer professor presenting his trailcam work documenting the Claremont Hills Wilderness Park wildlife. She also informed the Committee that the After Work Committee is planning their March 12 event in conjunction with Pomona College's linguistics department. A professor will be reporting his research findings on amnesia and memory, and will donate a portion of any books sold at the event to the Claremont Senior Program.

Committee Member Andrew stated that the Reading About Money financial literacy group has been discussing insurance.

Committee Member Hazelton reported that the Annual Friends Campaign recently hit its 2018-19 goal of \$15,000 in contributions from individuals and local organizations through the annual Friends campaign. This goal will be matched by the Claremont Senior Foundation, Inc., Program Fund in the amount of \$15,000 for a total of \$30,000 for the Joslyn and Blaisdell Nutrition Enhancements Project. Sunrise Rotary of Claremont was acknowledged for donating \$3,500 to the project.

Committee Member Leonhard moved to have the Committee recommend that the Community and Human Services Commission accept the gift of \$30,000 from Claremont Senior Foundation, Inc. for the Nutrition Program enhancements at the next Commission meeting on February 6, seconded by Committee Member Andrew, and carried on a vote as follows:

AYES: Committee Member – Eschleman, Ambrose, Andrew, Chalmers, Coye, Goldman, Hazelton, Kang, Leonhard, Marsenich, Montenegro, Mowbray, O'Brien, Reed, Scott Toux

NOES: Committee Member – None

ABSENT: Committee Member – Biggs, Chavez, Pattison, Rosenthal

Chair Eschleman shared that Claremont Pétanque celebrated its 4th anniversary and Get Walking their 8th anniversary.

8. CLAREMONT SENIOR PROGRAM 2018 ACCOMPLISHMENTS

Supervisor Jason Lass reported on Claremont Senior Program's successful year of providing services to the Claremont community. Over 7,000 individuals 55+ participated in programming offered through the City in 2018. Highlights include new offerings such as: Improvisational Comedy, MakMo Maker Workshops, and Tai Chi; the completion of the \$50,000 Joslyn and Blaisdell Patio Project; relaunch of the Fall Information Fair & Flu Shot Clinic in a new location at the Hughes Center; and more.

Committee Member Andrew moved to send the Claremont Senior Program 2018 Accomplishments report to the Community and Human Services Commission to be forwarded to the City Council as a consent item, seconded by Committee Member Leonhard, and carried on a vote as follows:

AYES: *Committee Member – Eschleman, Ambrose, Andrew, Chalmers, Coye, Goldman, Hazelton, Kang, Leonhard, Marsenich, Montenegro, Mowbray, O'Brien, Reed, Scott Toux*

NOES: *Committee Member – None*

ABSENT: *Committee Member – Biggs, Chavez, Pattison, Rosenthal*

Committee Member Kang departed at 12:45 p.m.

9. EMERGENCY PREPAREDNESS AD HOC UPDATE

Committee Member Goldman reported the Emergency Preparedness Ad Hoc Committee's progress and action plan. He announced that the Claremont Police Department and Claremont Emergency Response Team (CERT) have committed to collaborate and support the ad hoc with carrying out their emergency preparedness plan. He then outlined the ad hoc committee's proposed plan, which includes the distribution of sign-up forms for homebound seniors and individuals with disabilities to opt in to the PD check-in following a natural disaster or major emergency; routine management of this list and initial outreach by the Claremont Senior Program's Contract Case Manager; forwarding information and updates to PD; and distribution of information packets and emergency kits to participants on the list, if funds allow.

Vice Chair Mowbray moved to accept the Emergency Preparedness Ad Hoc report, receive a follow-up report in the March meeting, and determine then if the creation of a task force is needed to implement the plan, seconded by Committee Member Marsenich, and carried on a vote as follows:

AYES: *Committee Member – Eschleman, Ambrose, Andrew, Chalmers, Coye, Goldman, Hazelton, Leonhard, Marsenich, Montenegro, Mowbray, O'Brien, Reed, Scott Toux*

NOES: *Committee Member – None*

ABSENT: *Committee Member – Biggs, Chavez, Kang, Pattison, Rosenthal*

10. APPOINTMENT OF NOMINATING COMMITTEE

Chair Eschleman detailed that the Nominating Committee will present a list of potential new committee members at the March meeting. New members will be voted on in May, and will join the Committee for their first meeting in July. He appointed Vice Chair Mowbray as the Nominating Committee Chair and Committee Member Coye as a member. Two more CoA members will need to join, as well as someone who is not a CoA member.

He reminded the Committee to consider renewing their membership for another year in the form that would be emailed to them after the meeting adjourned.

11. CHAIR REPORT

Chair Eschleman gave an update on behalf of Committee Member Rosenthal and Claremont Heritage regarding the Senior Program Oral History Project, which is a compilation of video interviews of individuals telling the story about the start of the Senior Program. He reported that the project is in post-production and will be complete by the end of February.

He gave an update on each of the active Ad Hoc Committees that were formed following the establishment of the Committee's work plan for 2018-20.

Committee Member O'Brien departed at 1:43 p.m.

12. CITY COUNCIL REPORT

Councilmember Schroeder discussed the City's exploration of transitioning from at-large elections to by-district elections. He mentioned the districting information page on the City website, the Special City Council Meeting on January 17 to explain the concept to residents, and a workshop on January 22 that would allow residents to make recommendations on districts.

He announced the City Council Priorities Workshop, in which a set of community values, priorities, and actions are created, will take place on January 29 from 9:00 a.m.-3:00 p.m. in Council Chambers.

He mentioned that the next Household Hazardous Waste Roundup would take place on February 2 from 9:00 a.m. to 3:00 p.m. at the City Yard.

He stated that, in 2020, LA County will change the way residents vote. Polling places will be open for eleven consecutive days, rather than just one.

He gave an update on the Foothill Gold Line Project, which was announced in recent months to be lacking in funds for the extension from La Verne to Montclair. Officials are currently looking into other possible sources of funding from the State and Federal Governments. The soonest that the Gold Line will be extended to Claremont is now projected for 2028, if additional funding is found soon.

He specified that the Clean Power Alliance, which City Council voted to join in November of 2017, will give citizens a choice between purchasing their electric power from Edison or the Clean Power Alliance. This will go into effect in February.

He reminded the Committee that the City Manager's Weekly Update, a helpful resource for being in the know about City happenings, is available on the City website.

13. COMMUNITY AND HUMAN SERVICES COMMISSION REPORT

Commissioner Scott Toux announced that the Commission voted to make a recommendation to City Council for the City to participate in the Homeless Emergency Assistance Program (HEAP), which would give homeless individuals and families,

emergency shelter. The program would allow the City to collaborate with a Pomona shelter facility by reserving 2-4 beds each night for homeless individuals residing in Claremont.

14. HUMAN SERVICES DEPARTMENT REPORT

Supervisor Lass announced that the Los Angeles Homeless Services Authority (LAHSA) will be conducting their annual Homeless Count on January 22, and the City is still looking for volunteers. The Homeless Count acts as an annual census of homeless individuals and families residing in Los Angeles County, and serves as reporting for funding services and outreach.

Site Coordinator Delgado gave an update on upcoming Senior Program events and programs, such as the Vintage Vegas Dinner & Dance on February 13, the CALL College Auditing Program's start of their Spring 2019 Semester, and AARP Tax Aide Program for filing income taxes.

ADJOURNMENT

The meeting was adjourned at 2:01 p.m.

Mike Eschleman
Chair

ATTEST:

Christina Delgado
Site Coordinator



City of Claremont

Monthly Summary Report: December 2018

To: Jason Lass, Program Supervisor
 From: Susan Shaw, MS, RD

A. Nutrition Site Summary

1. **Blaisdell Park (12/11/18): 98%**
Food Safety and Sanitation: Warewash log was not maintained daily.
2. **Joslyn Center (12/11/18): 100%**
 No issues were noted on the day of monitor.

B. Quality Assurance Meeting

The December QA meeting was held on December 11, 2018 with Jason Lass, Project Manager; Christina Delgado, Joslyn Site Coordinator; Gina Ford, Joslyn Nutrition Program Specialist; Teresa Luce, Blaisdell Nutrition Program Specialist; and CNS RD, Sue Shaw, present. The Daily Meal Comments Forms, Menu Evaluations and Nutrition Site Facility Audits were reviewed and the following issues discussed:

Follow Up Issues:

- Gina said that there is a lot of water in the green salads. The caterer said they are putting lettuce in freezer after washing to reduce its temperature. The lettuce is too wet, which becomes icy in the freezer. Gina suggested prepping the day before, covering with paper towels to absorb excess liquid and holding in refrigerator instead of freezer. **12/11: RESOLVED**
- Items were 190°F+ on the following dates: 10/10, 10/23, 10/24, 10/25, 10/31, 11/1. The caterer will monitor temperatures. **12/11: RESOLVED**
- 10/5: Portions of peppers varied on stuffed peppers and seniors complained that sizes weren't equal. The caterer will deliver similar sized items in the pans in the future so similar portions can be served at tables. **11/20: It will be evaluated when served on 12/18.**
- Staff will tour Caterer production center on December 13th at 10:00 am.
- 10/23: Banana was substituted for pineapple/mango; vitamin C was not provided so substitute oranges were served. The caterer will email changes that have been approved by a RD in the future. **12/11: RESOLVED**
- 10/25: Pasta was overcooked. **12/11: RESOLVED**
- 10/26: Breaded fish were stuck together in the pan, which caused breading to come off. Gina asked that it be held differently. **12/11: RESOLVED**
- 11/12: Spaghetti didn't have enough sauce, carrot and orange quality were poor. **12/11: RESOLVED**
- Vinegar and oil will be made available for seniors who would prefer it to the salad dressing. **12/11: RESOLVED**

New Issues

- Jason asked that adjustments be called in to caterer on rainy days to reduce waste due to lower attendance.

- 11/9: End pieces of bread were included in amount sent to Blaisdell.
- 11/21: Blaisdell was short two orange juices. It was suggested that items be counted before the driver leaves and the caterer send a few extras.
- 11/28: Chile Mac was bland and the noodles were overcooked.
- 11/29: Cream of Mushroom Soup wasn't delivered per the certified menu.
- 11/30: Breaded fish was sent instead of Fish Vera Cruz.
- 12/6: There were a lot of tomato stem pieces in the Marinated Tomato Pepper Salad.

City of Claremont

Consulting Nutritional Services
31225 La Baya Drive, Suite 201
Westlake Village, CA 91362
818.874.9626 Fax: 818.874.9228
cns@foodsafec.com



Monthly Summary Report: January 2019

To: Jason Lass, Program Supervisor
From: Susan Shaw, MS, RD

A. Nutrition Site Summary

1. **Blaisdell Park (1/9/19): 95%**

Food Safety and Sanitation: Chlorine sanitizer was too weak to sanitize surfaces.
Menu and Temperature Records: Pudding arrived at elevated temperatures.

2. **Joslyn Center (1/9/19): 100%**

No issues were noted on the day of monitor.

B. Quality Assurance Meeting

The January QA meeting was held on January 9, 2018 with Jason Lass, Project Manager; Christina Delgado, Joslyn Site Coordinator; Gina Ford, Joslyn Nutrition Program Specialist; Teresa Luce, Blaisdell Nutrition Program Specialist; Amy Burchell, Recreation Leader and CNS RD, Sue Shaw, present. The Daily Meal Comments Forms, Menu Evaluations and Nutrition Site Facility Audits were reviewed and the following issues discussed:

Follow Up Issues:

- 10/5: Portions of peppers varied on stuffed peppers and seniors complained that sizes weren't equal. The caterer will deliver similar sized items in the pans in the future so similar portions can be served at tables. 11/20: It will be evaluated when served on 12/18. **1/10/19: RESOLVED**
- 11/9: End pieces of bread were included in amount sent to Blaisdell. **1/10/19: RESOLVED**
- 11/21: Blaisdell was short two orange juices. It was suggested that items be counted before the driver leaves and the caterer send a few extras. **1/10/19: RESOLVED**
- 11/28: Chili Mac was bland and the noodles were overcooked. **1/10: It will be served on February 20th and evaluated.**
- 12/6: There were a lot of tomato stem pieces in the Marinated Tomato Pepper Salad. **1/10: This continues to be a problem.**

New Issues

- Health inspection was conducted by County on 1/3.
- Gallons of milk for the week are being delivered on Mondays but some expire before the end of the week. Product should be ordered from the vendor that will last for the duration of the week. If additional milk is required, an email will be sent to the caterer requesting it be delivered.
- 12/12: Macaroni salad was watery, overcooked and not drained.
- 12/19, 1/4: Broccoli slaw was hard and bland. The seniors complain that it was hard to chew and has no flavor. The dressing used should be the same as when florets

were used and product blanched to soften the texture. If this isn't possible, florets should be used again.

- 12/20: Beans and fajitas were sent to Blaisdell at high temperatures, causing crusting and resulting in not enough servings.
- 12/31: Banana was sent instead of melon medley without advance notification.
- 1/2: Bananas were frozen and soggy.
- 1/3: The soup that was sent did not taste like lentil soup.
- 1/8: Joslyn was short two milk servings.

CLAREMONT EXCURSIONS
Tuesday, January 22, 2019 Meeting Minutes
3:00 p.m., Joslyn Center

Present: Dorcia Bradley, John Bradley, Lisa Donnell, Maury Feingold, Kathy Lamkin, Robin Leonhard, Linda Scott, Diana Smith, Cindy Sullivan and Cheryl Zawicki

Absent: Nancy Traer

1. **Minutes.** The November 27 meeting minutes were approved.

2. **Completed Excursions and Emails.**
 - December 11, Mission Inn Tour and dinner at Old Spaghetti Factory. Chaperones were Kathy and Robin.
 - 61% excellent, 39% good
 - 81% female
 - 0% under 60, 23% in 60s, 46% in 70s, 31% in 80s
 - 69.2% from Claremont; 11.5% from La Verne; 7.7% from Upland; 3.9% from Pomona; 1.9% from Rancho, San Dimas, Diamond Bar, and Fontana
 - Negative Comments: The amount of walking should have been made more apparent to participants; don't think we should wait for late comers at the beginning of trip and remind people to sit in same seats; I recommend having a third chaperone; the amount of walking should have been stressed; not as well organized as other excursions - confusion on check-in - participants late to re-board bus or were lost - rescue not organized; give cellphone number to people who may get lost; needed more organization for getting back to bus; sorry we had to park a distance from the start of the tour; bus cramped - not enough leg room for tall people; making us all leave late to go home for a few who wanted to shop caused us to be late to dinner - was not nice; there was more walking than I expected on the tour of the Mission Inn; tour was just OK.
Response: Cellphone numbers were in lanyards; the trip was listed as moderate (considerable standing and walking) and an additional note was given on flyer that said "The tour includes stairs; not recommended for guests with canes or walkers." This trip had an unusual number of guests in their eighties (31%).
 - Comments about Schedule: Would like to eat first and just visit the Mission Inn once instead of going back; not enough time for walking into stores; shops are closed in evening - would like more time at Mission Inn; time at Mission Inn was interrupted by the timing of the dinner - schedule dinner before or after the Mission Inn would have been better; would have liked to see it start earlier in the day with shopping after tour, then dinner after lights went on; we needed more time; could we just eat first and then go to Mission Inn for tour and to see the lights
 - Comments about Spaghetti Factory: Loved the restaurant but they were not well prepared for our group; good food; great food; Chicken Marsala was delicious; find better restaurants; the supper was chaotic but everybody got served
 - Positive Comments: Loved it; enjoyed the tour and the walk around the block to see the lights; very well organized, enjoyed the tour, lights were amazing; beautiful and very informative; it was very well organized, especially appreciated the excellent narration regarding the history of Mission Inn; was so glad for this trip, I've always wanted to come and this exceeded my expectation; loved this trip; great volunteers, enjoyed tour; we had a wonderful tour guide; very enjoyable and a pleasant experience that I recommend for all to enjoy; well planned, Mission Inn docent was excellent, very

informative; exciting and beautiful; a delightful evening; Mission Inn fantastic, George was a good guide; everything was awesome; all trips have been great; lights and tour were wonderful; very nice - details of Mission were great; everything was great; it was lovely - more walking than I anticipated but OK; enjoyed the tour; all volunteers were helpful and thoughtful and gave me good assistance; chaperones are always great

- Positive Comments about Bus Driver: Great bus driver, great wheelchair experience for me
- Follow-up Discussion:
 - Chaperones would have benefitted from more information about arrival at venue so that guests knew the procedure in advance (i.e., where to meet the guides, location of restrooms, etc.)
 - Because our start time was spread over 20 minutes or more, the first group might have had the impression the some people “shopped” after tour making us late for dinner. This was not the case; people just were on a later tour. We arrived at the restaurant within 5 minutes of the scheduled time. However, because the restaurant was slow to seat us, the dinner was longer than expected. Therefore, we left Riverside 30 minutes after the scheduled time, but our arrival in Claremont was right on schedule as planned.
 - When using a wheelchair accessible bus, the bus driver needs collapse the back two rows and then go outside to bring down the lift. Guests should not be allowed to get on the bus before the driver is done with his job inside.
 - Inland Empire gave us lunch tickets when the bus arrived, which is entirely too late. The distribution of tickets (lunch, play, etc.) needs to be planned well in advance of the trip. For this trip, we made up our own lunch tickets with names of guests and lunch choice. The restaurant was fine with these.

3. **Upcoming Excursions.** The next registration (January through April) is December 10 at 9 a.m.
- January 27 - Hello Dolly at Segerstrom Center. Chaperones are Maury and Linda.
 - February 21 - Tucker Tours’ Chocolate Tour and lunch at Tam O’Shanter. Chaperones are Maury and Nancy.
 - March 30 - Gershwin and Ravel at Disney Hall. Chaperones are Kathy and Cindy.
 - April 10 - Pompeii Exhibit at the Ronald Reagan Presidential Library. Chaperones are Kathy and Cheryl.
 - May 2 (*note date change*) - Tucker Tours’ Taco Tour. Chaperones are Lisa and Robin.
 - June (*not month change*) - Warner Brothers Studio. Chaperones are John and Dorcia.
 - July - Hollywood Bowl. Chaperones are Robin, Cindy and Cheryl. Since the July 4 performance (Nile Rogers & CHIC) did not appeal to the committee, we decided to try for the following performances in this order: Hugh Jackman (July 19 or 20), Andrea Bocelli (June 18 or 19), and Smooth Summer Jazz (August 18).
 - August - Pageant of the Masters. Chaperones are Dorcia and Lisa. The committee would like to order the Main Tier Center tickets.
 - Mid-September - Neon Light Tour. Chaperones are Robin and Linda.
 - October - Palm Springs Mid-Century Modern Tour with PS Architecture Tours. Chaperones are John and Cindy. The committee would like to schedule this trip on October 24 with the small bus. John will confirm this date with Trevor O’Donnell.
 - November 14 or 19 - Bower’s Museum, Terra Cotta Warriors. Chaperones are Diana and Nancy.
 - December 12 because of full moon - Amtrak to San Diego, Coronado Hotel Tour. Chaperones are Linda and Diana.

4. **Other Business**

- Monthly hours were recorded.
- A revised roster was emailed.
- Our policy states that guests requiring a wheelchair or have other mobility issues must notify the Joslyn Center at time of registration. This information is essential because an accessible bus has four fewer seats for other guests. The Chaperone Guidelines will be revised to reflect this information.
- The new procedure of having staff email trip information, rather than having the committee place phone calls, is working well. Staff should inform chaperones of emails that might have bounced back.
- When tickets are involved, chaperones will determine what procedure to use. Options include: making phone calls or having a call-back number in the email to let chaperones know about who they would like to sit with. The committee felt that passing tickets out upon exiting the bus would be a slow process and lead to confusion.
- The committee discussed procedures to use when picking the 2020 trips. The next meeting will focus possible trips, including new ones. Members were encouraged to “sell” their trip ideas at this meeting. An ad hoc committee of John, Linda and Maury will revise the current list of possible trips for review at our next meeting.
- The committee had concerns about the number of people on wait lists and the percentage of Claremont residents. It was felt that, since transportation costs are coming from City money, our residents should be given priority. Dorcia and Cindy will develop a statement for Jason Lass and ask him to attend our next meeting in response to this issue.

5. **Committee on Aging**

- February 7, After Work program, “Another Walk on the Wild Side”
- February 8, Mingle & Munch, Chinese New Year

Adjournment. The meeting was adjourned at 4:15.

Our next meeting is Tuesday, February 26, in the Eucalyptus Room.

After meeting note: Cindy emailed information about the LA Opera Dress Rehearsal on February 28 and ask for interested chaperones.

CLAREMONT EXCURSIONS
Tuesday, February 26, 2019 Meeting Minutes
3:00 p.m., Joslyn Center

Present: Dorcia Bradley, John Bradley, Lisa Donnell, Maury Feingold, Kathy Lamkin, Linda Scott, Diana Smith, Cindy Sullivan and Nancy Traer

Absent: Robin Leonhard and Cheryl Zawicki

Staff Present: Christina Delgado and Jennifer Hele

1. **Minutes.** The January 22 meeting minutes were approved.

2. **Completed Excursions and Emails.**
 - January 27, Hello Dolly at Segerstrom Center. Chaperones were Maury and Linda.
 - 100% excellent
 - 81% female
 - 2% under 60, 15% in 60s, 64% in 70s, 19% in 80s
 - 68.9% from Claremont; 8.5% from Upland and La Verne, 4.3% from Pomona and RC; 2.1% from San Dimas, Chino and Chino Hills
 - Negative Comments: Auditorium seats could have been a bit closer; facility needs more accessible restrooms; no elevators for disabled and many stairs - could have requested handicapped; prefer bus with seat belts
 - Positive Comments: wonderful musical, excellent driver; wonderful performance; very organized; it was great; great drive; well organized, great venue; well organized; excellent, clean bus, on time; wonderful show, smooth bus ride; very nice; well organized, great play, clean bus, nice bus driver; it was wonderful; well organized, good seats; fantastic; nice trip - no traffic; great trip, easy; good bus driver, good show; great; fantastic - great bus ride, super play; great everything; well done; great; well done; everything went smoothly; wonderful show (never realized Betty Buckley was so talented; very enjoyable trip and nice venue; loved it - show was 5 star; very pleasant; thank you for arranging things; appreciate telephone calls
 - Other comments: Since the trips fill up quickly and are sponsored by the City of Claremont, it would be nice if Claremont residents could sign up a day or two before trip are open to others

 - February 21, Tucker Tours' Chocolate Tour and lunch at Tam O'Shanter. Chaperones were Maury and Nancy.
 - 90% excellent, 10% good
 - 78% female
 - 7% under 60, 19% in 60s, 59% in 70s, 15% in 80s
 - 51.9% from Claremont; 13% Montclair; 7.4% from Pomona, Upland, Rancho; 3.7% Ontario and Anaheim Hills; 1.9% Chino Hills, San Dimas, Azusa
 - Positive Comments: I always enjoy Tucker Tours, very well organized; very informative, delicious; well organized, leisurely, not rushed; Tucker Tours is always the best; Tucker Tours are always the best; well organized, Curt and Ann were great, super chaperones; wonderful trip, great lunch, chaperones (2 stars); everything went smoothly, Maury and Nancy are great tour leaders; great tour guide, great organization of Maury and Nancy; love Tucker Tours; Kurt and Ann from Tucker Tours were great; Curt Tucker and wife/colleague gave us another wonderful trip, favorite stops were 85° and Tam O'Shanter, loved the history and stories; thank you, Maury (Jerry) and Nancy, for your patient chaperoning; Curt Tucker's general manner makes tours fun, Maury contributed greatly to the success of the trip; so much fun - so much chocolate, loved Curt and his

humorous history lessons; enjoyable and informative; Tucker Tours is an excellent guide, so much good and interesting information; such a variety - and such great information from Curt, the trip lived up to its reputation - don't need chocolate for a while!; love Tucker Tours; excellent tour; very enjoyable, Curt Tucker makes the history of our area very interesting and I love the "themed" tours; lots to see, Tucker Tours is excellent, well planned and organized; enjoyed the history; wonderful commentary by Curtis Tucker; this is probably the top two trips I have taken; loved the Tucker Tour - lunch delicious; perfect, one of the best tours in a long time, liked the history; great guide, Ann did a super job too, well paced; very informational, Curtis was wonderful; loved the history lessons; very good, guide excellent, great lunch; great chocolate; liked 85° best

- Comments about bus and driver: The bus driver was unsure and scared me to death - he definitely needs more training; excellent driver; Steve is the best driver; bus drink holders need to be cleaned; bus driver was not as expert as past drivers
- Other comments: Loved chocolate but would like a little more variation in the food category (i.e., not all sweets); keep up the good work - thank you!

3. **Upcoming Excursions.**

- February 28 - LA Opera. 40 tickets have been distributed. John and Nancy are chaperones.
- March 30 - Gershwin and Ravel at Disney Hall. 47 tickets have been sold; 42 people are on wait list. Chaperones are Kathy and Cindy.
- April 10 - Pompeii Exhibit at the Ronald Reagan Presidential Library. 56 tickets have been sold; 17 people are on wait list. Chaperones are Kathy and Cheryl.
- May 2 - Tucker Tours' Taco Tour. Chaperones are Lisa and Robin.
- June 18 (to be confirmed) - Warner Brothers Studio. Chaperones are John and Dorcia.
- July 19 - Hugh Jackman at the Hollywood Bowl. Chaperones are Robin, Cindy and Cheryl.
- August 6 - Pageant of the Masters. Chaperones are Dorcia and Lisa.
- Mid-September - Neon Light Tour. Chaperones are Robin and Linda.
- October 24 (to be confirmed) - Palm Springs Mid-Century Modern Tour with PS Architecture Tours. Chaperones are John and Cindy.
- November 14 or 19 - Bower's Museum, Terra Cotta Warriors. Chaperones are Diana and Nancy.
- December 12 because of full moon - Amtrak to San Diego, Coronado Hotel Tour. Chaperones are Linda and Diana.

4. **Other Business**

- Monthly hours were recorded.
- Gratuities for trip guides (Curt Tucker, etc.) are included in cost of trip.
- There was a discussion about how to increase the number of Claremont residents on trips. It was noted that San Dimas requires nonresident to register the day after residents. Staff will give us input next month as to the feasibility of making this change.
- While internet registration has increased since the implementation of a \$10 discount, the published cost of a trip has increased. Staff will give us input next month as to the feasibility of changing this policy.
- Staff was asked to report on the number of people who register multiple people. There was discussion about limiting the number of people a guest can register.
- Statistics were presented regarding the number of guests on trips in 2018, as well as the average number of trips from 2012 through 2018 (see below).
- Discussion about the committee size will continue next month.

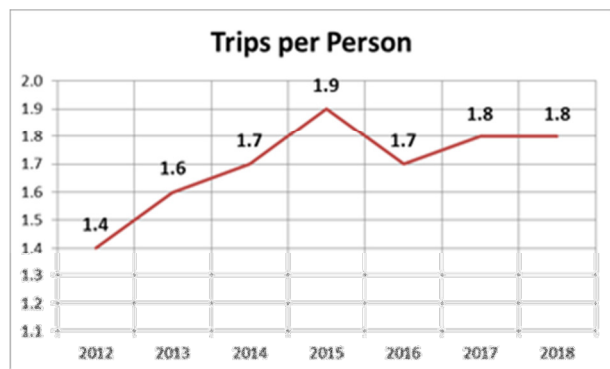
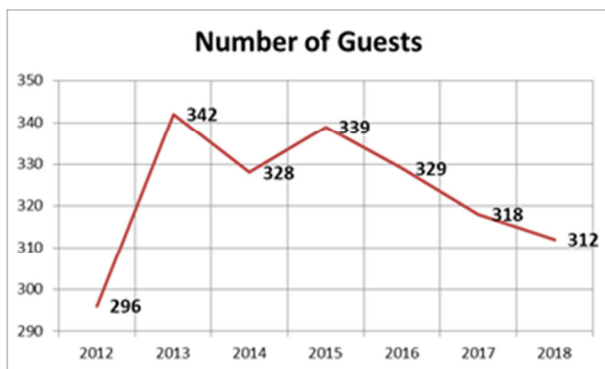
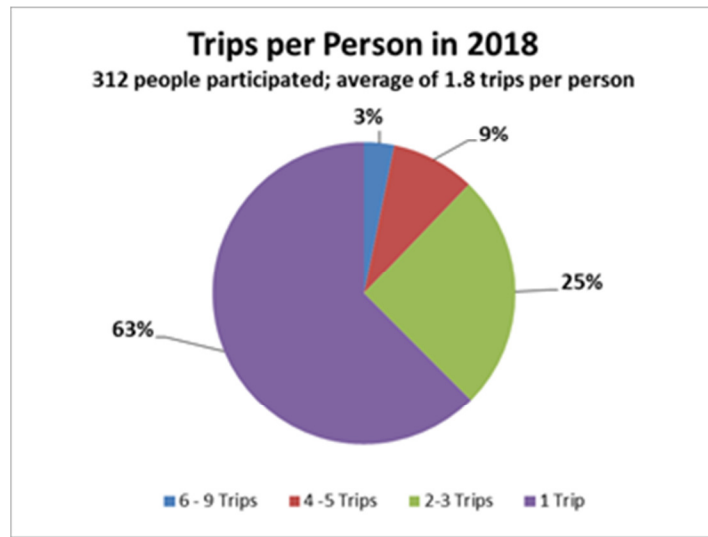
- John and Linda presented a revised list of proposed trips by categories that can be used when planning for 2020. Using this list as well as other suggestions, members will be asked to formulate a shortlist of 12 to 15 trips, which will be used at our next meeting.

5. **Committee on Aging**

- March 8, Mingle & Munch, Mardi Gras.
- March 12, After Work program, "Remembering, Aging and the Brain."

Adjournment. The meeting was adjourned at 4:20.

Our next meeting is Tuesday, March 26, in the Eucalyptus Room.



Committee on Aging
Membership Task Group Minutes
January 15, 2019

Present: Arlene Andrew, Pat Coye, Mike Eschleman, and Christina Delgado (staff)

1. Purpose of Membership

Prior to the meeting, Mike sent out examples of the ways in which local senior centers are establishing and maintaining a membership program with their participants. Many centers do so using management software that enables participants to scan a member identification card containing their vital information, and then sign in for whichever activity they are planning to attend that day. The task force, with staff input, discussed the purpose of establishing a membership to the Senior Program. The group came up with the following reasonings:

- Gather more information/data about who utilizes the Joslyn Center in order to better serve our clientele
- Maintain more accurate attendance and volunteer data for grant funding and reporting
- Encourage a feeling of belonging to those who utilize the Senior Program
- Enhance occupant safety and building security
- Allow staff to better serve participants by saving them time and paper
- Progress with a society that is becoming more technologically savvy

2. Membership Definition

In keeping with the spirit of the Joslyn Center (and any community center), membership wouldn't be defined by residency. Membership may also be tied in to the rebranding of the "Friends" of the Claremont Senior Program. A member would essentially be anyone who utilizes the Claremont Senior Program in any way.

3. Member Benefits

The group began to discuss potential benefits, if any, that can be granted to participants who sign up to be a member. The idea of the membership having a nominal cost and how often members needed to register (one-time vs. annually) was also discussed. Suggested benefits included:

- Subscription to Clicks and/or other forms of marketing
- Easy and/or early access to programs

4. Potential Membership Software Sponsors

Depending on which software the Task Group deems most appropriate and useful, software costs could range from \$6,000 to almost \$12,000, which includes start-up costs and annual fees. Potential sponsors include:

- Local real estate agencies or other local businesses
- Friends of the Claremont Senior Foundation
- City funds

5. Membership Concerns

- How would membership/usage be tracked in Annex, Weinberger, or Blaisdell Center?
- Would a member touch screen or check-in create a bottleneck effect at the entrance of the building and create a safety issue?
- Is the software we implement adaptable to future changes?
- Is the way in which these software programs track and manage participation compatible with partner agencies that we report to?

6. Next Steps

In order to gain a better understanding of the different technologies available and their benefits/consequences, the Task Group will visit senior centers that have a membership program. Visits will include:

- A center that uses MySeniorCenter (includes touch screen sign-in): Glendora Senior Center
- A center that uses ActiveNet membership management module (does not include touch screen sign-in): TBA
- A center that has a membership that is not maintained using a scanned-in system (no additional software or hardware required): TBA

Next Meeting: TBA

Submitted by: Christina Delgado, Senior Program Site Coordinator

**City of Claremont
Claremont Senior Foundation Fund Worksheet
FY 2018-19**

Bal Sheet 110-225

	Date	Description	Deposits Received	Expenditure Amount	Actual Cash Available	Comments
1	7/1/18	CSF to City	FY 17-18 Balance	\$9,028.00		
2	10/10/18	After Work Event	Garner House Rental	\$50.00		
3	10/22/18	Anaheim Community Pl	Campaign Letter	\$230.39		
4	10/20/18	CSF to City	Deposit Check #2129	\$10,000.00		
5	10/25/18	Kengraphics	CSF Friends Campaign	\$759.64		
6	10/24/18	Reimburse to Jason Las	CSF Friends Campaign	\$54.73		
7	10/31/18	Reimburse to Jason Las	Program Enhancement	\$48.25		
8	11/6/18	USPS	CSF Friends Campaign	\$659.41		
9	11/8/18	USPS	CSF Friends Campaign	\$100.00		
10	12/2/18	Chamber of Commerce	Holiday Party Expense	\$100.00		
11	12/2/18	Reimburse to Alice Wat	CSF Friends Campaign	\$27.29		
12	12/7/18	Reimburse to John Brad	Excursions Expense	\$25.98		
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YTD
YTD Deposits \$ 19,028.00 \$2,055.69 Expenditures