

Minutes
Senior Services | Aging in Place Task Force
Community Engagement and Inclusion Working Group
April 5, 2022 at 6:30 p.m.

1. Call to Order

Community engagement and Inclusion Working Group meeting called to order at 6:32pm.

2. Roll Call

List of Community Engagement and Inclusion Working Group attendants on the webinar:

Present: Sarah Kindinger, Chair; Howard Collens, Vice Chair; Ellen Kehoe; Carolynn Moore; Christina Clarke; Sandy Irwin; Jacky Hudson;

Absent: Deb Soverinsky; Kim Johnson;

Others present: Peter Young, Graduate City Manager Fellow

3. Approve meeting minutes from March 16, 2022

Motion to move approve March meeting minutes.

Correction: Carolynn's name spelled wrong on the second page.

Approve with corrections.

Motion by Sandy Irwin

Second by Christina Clarke

Aye: All

Nay: None

4. Review brainstorming results

The group reviews their eternal survey document.

- The survey summary document is attached to the minutes titled **Attachment 1**.
- The full survey document is **Attachment 2**.

Neighbor to neighbor program. The program works like dating and friendship apps but applied to local neighborhoods. It matches neighbors based on their interests and backgrounds.

- Would we have to create an app?
- It could be as simple as a spreadsheet.

Block party in a bag

Ask what neighborhoods do for block parties and recreate that for other neighborhoods.

- Did you receive anything from the chamber of commerce when you moved to Royal Oak?
- I don't think so. Just something from the title company.

Visual icons/symbols that help categorize existing events and future events. Each icon represents a type of event.

Share your expertise network.

- Could be done through a spreadsheet.
- Produce media like YouTube videos so people can teach others about their expertise.

Human Library

- People that go on camera and they share their life experiences. To gather people's story.
- There's also a human library to check out a person. This is popular in Denmark.
- I think we should submit that one.
- That's currently happening in the business community. It's called Score.

Neighborhood party in the park.

- Block party in the park. Use one of the many Royal Oak 50+ parks. Food trucks, music, games, and beer.

Community calls

- Volunteers call to check in with seniors and those in need. Refer people that have needs. Inspired by therapists starting conversations on a bench.

Lifelong learning for seniors.

- Allow seniors access classes for free.

Add volunteer service to the Royal Oak job opening website.

- Look for critical skills.
- Forgive property taxes for volunteer programs.

Comprehensive calendar from all departments on RO site.

- Talk to the communication group about to see if they're thinking about this.

Volunteer senior hotline to walk them through electronics or other things.

Try to keep the Insight quarterly up to date online so it's a continuous news source.

Add benches to many of our parks

- Pass it to the outdoor spaces.

Food truck rotations at neighborhood parks.

Open mic night at Dessert Oasis

Pedicabs in Downtown Royal Oak

- Ask transportation group about this.

Senior games night

- Are we doing this at the senior center?

Senior ombudsmen

- This is similar to the hotline idea.

More diverse activities

- Seniors are interested in traveling or are well traveled. Add cultural event activities.

Sponsor assisted living facilities.

- Donate small things to residents.
- The company that I work for does that. Kind of like adopt a senior or family.

Visits with animals

- Bring animals to seniors.
- Library does license therapy animals, so we have a connection.
- Pet a pet is popular at college campuses, so I'm sure it would be popular.

Concerts are mostly downtown; how about bringing it to other parks?

Creating better links to Oakland County would be helpful.

- They can provide help in Community Engagement and Inclusion.

Huntington Woods has a program called HARP; a pool of volunteers that do home improvements related to seniors; it ran on donations and volunteered time, and homeowner fills in costs when needed.

- We have a similar program with ROSES.
- There was a problem with more demand than service supply.

Get set up run by MDHHS free video classes for seniors online; we're starting to promote it at the library.

- 19% don't have computers and 13% don't have broadband internet.
- Helping seniors get connected online and teaching how to use it could be an ARPA grant opportunity.
- A barrier could be internet technology like working email or zoom.

What is the next step? Start to rank them? What would be the best next step?

- Give them categories and consolidating ideas.
- Use our envision statement for categories.

Does everyone feel good about the ideas? Do you need more time to think?

- Start to separate ideas into main buckets like Programming; Volunteer opportunities; and other categories.

Downtown Dollar gift card program for seniors to encourage involvement.

Caregiver fair.

- Caregivers related organizations assemble in one spot.
- Pre-pandemic this was a thing, it should be reengaged if not happening.

Put on senior events at the Farmers Market.

Put on events at Centennial Commons.

- The new park could be a resource for events.
- There is Ping-Pong, chess, farm table for events.
- Park book club is one possible event.

Close downtown streets for an event for an evening.

- Fun activities
- Are there senior art programs?
 - We can check with senior center.

Slow roll bike event for seniors

Next steps

- Start to categorize the ideas.
- We are going to start to put all this in one easy to read document.

5. Start drafting recommendations

Consolidate recommendations and will be presented next week.

6. Public comment

None

7. Adjournment

Motion to adjourn.

Motion by Sandy Irwin

Second by Ellen Kehoe

Approved unanimously

Community Engagement & Inclusion

We Envision

A Royal Oak:

- That has an infrastructure which offers activities, civic engagement, and volunteer opportunities that will be accessible, inclusive, intergenerational and affordable.
- Which honors the contributions of all ages.
- That is designed to gather everyone in community and neighborhood spaces.
- Where older residents are involved with making decisions in both public and private sectors, and are regularly consulted by city leaders and elected officials.

We Heard

- Only 35% said they spend time with family, friends or neighbors in RO several times each week
- 57% said a range of employment/volunteer opportunities is very Important Volunteering is an important and fulfilling way to stay involved with and connected to the community.
- 63% said Opportunities to participate in decision-making in community organizations, local government, and employment are very important or somewhat important. This includes representation of seniors on local commissions and boards, as well as other forms of civic engagement.
- Social connections and loneliness were the top 3 biggest concerns of survey respondents for the future.
- Accessing the numerous activities offered locally is challenging. 36% - 43% say they don't currently participate in social activities due to finding out too late or events aren't schedule at convenient times. Additionally events aren't targeted towards Seniors, most events are in downtown RO where parking is difficult and costly.
- While opportunities exist for seniors to participate in Royal Oak in a multitude of ways, the connections are missing for them to find opportunities and connect with each other.
- The need for social inclusion, along with feeling respected and wanting to feel as though we belong.
- An expressed desire for more intergenerational activities and neighborhood interactions.
- The themes of improved communication, improved and accessible outdoor spaces, and improved transportation and parking would lead to an increase in engagement and inclusion.

We Are

- Providing activities and programs at the Senior Center and the Royal Oak Public Library (either in-person or virtual) which engage people and help provide for their mental, social, and emotional well-being.
- Connecting people to community-led organizations and volunteer opportunities through the Inter-Club Council.

- Affording opportunities to participate in local government through appointments to City Boards and Commissions.

Attachment 2

Brainstorming Ideas

Main Category	Please provide a detailed description of your idea.	Who would be key stakeholders and/or community partners needed for implementation?	Select the group(s) this recommendation is for the target audience. (select all that apply)	Is there anything currently exists either in RO or other communities? If yes, please provide details.	Estimated cost to implement.	What would be an indicator for completion?	Recommended way to measure success.	Estimated time to complete implementation.
Neighborhood	"Block Party in a Bag" - This would be a checklist for neighborhoods to establish their own block parties. It would be modeled after what successful neighborhoods are already doing (i.e. the food truck neighborhood). It would be a downloadable check-list on the city's webpage and include all the relevant ordinances, methods for inviting neighbors, suggestions of food trucks, activities, and other pertinent information. There could even be an event invite whereby city officials could be	Neighborhoods ; city officials	Intent is to be inclusive of all groups; the kit could include activities for each group	Based on our meetings, it sounds like some neighborhoods are doing something similar to block parties	Cost of establishing city website; cost of party would fall to neighborhoods	Community members know that the resource exists	Neighborhoods host block parties (bonus points if city officials attend)	Short-term (one year or less)

	invited and therefore get us closer to our goal of having senior citizens interact with city officials (meet them where they are).							
Neighborhood	Neighborhood Party in the Park. The idea of block parties has been on my mind, but that is hard to do when people have varying work schedules (i.e. we can't block off the street). We have many parks in RO. We could send out a notice to everyone in the area around a particular park, and advertise a party in the park. We have food trucks, maybe provide some music. Permits for beer would be nice, too. We bring games like cornhole, volleyball, badminton, etc. We tell people to bring chairs or a blanket, and enjoy the outdoors with their neighbors.	Parks and Recreation (for management of dates); the City (for various permits, etc); food trucks; someone to provide beer...	It would not let me select multiples, but I would say go-go and slow-go	One neighborhood has food trucks coming	Maybe \$1000 for various permits & advertising, as well as activity equipment	2 gatherings month, June - October	People attend, survey for feedback	Short-term (one year or less), Medium-term (1-2 years)
Neighborhood	Create and communicate a schedule of Food Trucks to go to RO neighbor parks	Work with Food Trucks from RO Farmers Market	GO-Go and SLOW-Go	Food Trucks currently go to Farmers Market on Wednesdays	Cost to organize, create calendar and	Calendar is create and neighbors are meeting	Food Truck Night is well attended	Short-term (one year or less)

					communicat e	more frequently in their parks		
Networking	"Neighbor-to-Neighbor" - This would be a mentorship/networking program where community members can self-enroll to become a neighborhood buddy and would be connected to another neighbor in their area. This would be ideal for new and/or younger community members to be connected to longer-standing community members upon their arrival to Royal Oak. It would be a "challenge by choice" program where existing neighbors would have to throw their names in the ring to be matched with newer neighbors who would also self-select into the program. I'm picturing a Google form that community members can complete which identifies their	It would vary by neighborhood; I'm thinking about when we moved in this summer and had a lot of random questions. It would have been nice to have a neighbor who has lived in our specific area for a while that we could have reached out to (i.e. When is trash night? Where do you find info on construction? Who can we call about a crumbling sidewalk?) and to have a built-in buddy within walking distance of our home.	All three groups	Outside of private apps, no.	Website costs, manpower cost if private matching is desired/required	Widespread knowledge of the program, directory of 40% per neighborhood participation	40% participation per neighborhood; clicks to website	Medium-term (1-2 years)

	specific neighborhood, their interests, and what they hope to gain from another, more seasoned neighbor. The responses could then be housed on a community website like a kind of archive/directory for people to review and then match-up. For privacy, there could be a city member who monitors and once two matches agree, they are given information to exchange (kind of like Bumble BFF but for neighbors).							
Networking	Senior networking. Some kind of directory with phone numbers and names. Volunteers checking up on others. Some kind of senior ombudsman.	Seniors and City	All groups, mostly slow-go and no-go	I don't know	I don't know	Usage by seniors, lots of participation by volunteers, City, advertising, possibly printed media.		Medium-term (1-2 years)

<p>"Royal Oak Human Library" - From the official website: "The Human Library® is, in the true sense of the word, a library of people. ...human beings serving as open books and have conversations they would not normally have access to. Every human book from our bookshelf, represent a group in our society that is often subjected to prejudice, stigmatization or discrimination because of their lifestyle, diagnosis, belief, disability, social status, ethnic origin etc." We could implement a program in RO that would leverage the experience and expertise of our senior residents and connect them with curious citizens who want to hear their stories and expand their worldviews. (There may be copyright issues to consider here with using that title)</p>	<p>Would need a city partner (possibly the library) to help with coordinating Human Library sessions and a venue</p>	<p>No-go</p>	<p>Not to my knowledge</p>	<p>Cost of venue and city member to assist/coordinate</p>	<p>RO citizens would be aware of the program and set up conversations with the Human Library</p>	<p>At least 1 Human Library conversation a quarter</p>	<p>Medium-term (1-2 years)</p>
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	https://humanlibrary.org/							
Knowledge Sharing	<p>"Resident Expert Series" - This would be a collection of videos from Royal Oak residents sharing their best stories, tips, tricks, and insights into living in our city. This would be a method for older citizens to share their experiences with the community. Picture a mini Royal Oak TED Talk series. We could establish a website with various prompts (Tell us about your favorite RO event; What do you wish you would have known when you moved here?; What is your favorite park and why?; What brought you to RO and what keeps you here?; etc.). Users can then record videos on</p> <p>We would need to market this to all residents, with emphasis on those who have been in RO longer and who have more stories/experiences to share</p>	<p>This activity is great for the "No-go" crew as they only need to video record, but the audience is intended for everyone</p>	<p>Not that I'm aware. I half stole the idea from how my company does recruiting: https://www.continental.com/en-us/career/</p>	<p>Cost of website and someone to review videos for appropriate content</p>	<p>Having a full library of videos</p>	<p>Number of views per video</p>	<p>Medium-term (1-2 years), Long-term (2+ years)</p>	

	their own devices and have them reviewed prior to being uploaded to the city's website and social media channels. The videos could then be marketed to RO schools, realtors, and chamber of commerce.							
Learning	Create Lifelong learning for Seniors by negotiating a Senior "audit" or free courses at OCC or Oakland University or others	Community Colleges or Universities	No-go	Not that I know of	The cost of time to negotiate, organize and communication	Seniors are able to register and attend courses	Number of Seniors attending the courses	Short-term (one year or less)
Volunteer	Identify "critical volunteer" positions - Offer reduction in property taxes in lieu of pay	RO Departments needing "critical skill" that Seniors in the community have	Go-go	No	The reduction in Property taxes some Seniors who do not want the Pay	Critical Volunteer Positions are created and filled	Number of Critical Volunteer Positions filled	Short-term (one year or less)
Volunteer	Use current "Job Openings" system to also list and hire for volunteer opportunities	Anyone	Go-go	This is a current system in place that would be extended	Someones time to collect and keep up to date the volunteer opportunities	People are able to see and apply for volunteer opportunities	Volunteers are sourced from the current "Job Opening" system	Short-term (one year or less)
Volunteer	Community Calls. Residents sign up to get contacted by another community member to call and	City of Royal oak - for volunteers and background checks, as well	No-go	https://hannan.org/	Could be free, since it would be a volunteer-	Project completion is implementing the	# of volunteers signing up to make calls. # of	Medium-term (1-2 years)

	<p>check in and simply have a conversation. Volunteers would make the calls, and would refer them to the Area Agency on Aging as needed https://aaa1b.org/services-and-seniors/information-and-assistance/</p>	<p>as creating a form for people to fill out. Possibly the Area Agency on Aging for some training on how to handle someone who has needs that aren't being met.</p>			<p>based operation.</p>	<p>service and ensuring someone in the City has oversight of the program.</p>	<p>residents who sign up.</p>	
Communication	<p>Community Calls. Residents sign up to get contacted by another community member to call and check in and simply have a conversation. Volunteers would make the calls, and would refer them to the Area Agency on Aging as needed https://aaa1b.org/services-and-seniors/information-and-assistance/</p>	<p>City of Royal oak - for volunteers and background checks, as well as creating a form for people to fill out. Possibly the Area Agency on Aging for some training on how to handle someone who has needs that aren't being met.</p>	No-go	<p>https://hannan.org/</p>	<p>Could be free, since it would be a volunteer-based operation.</p>	<p>Project completion is implementing the service and ensuring someone in the City has oversight of the program.</p>	<p># of volunteers signing up to make calls. # of residents who sign up.</p>	<p>Medium-term (1-2 years)</p>

Communication	Create and Communicate one Comprehensive Calendar of all RO activities across all Departments	Everyone	All	Not that we could find	Might have to hire a person to keep the calendar up to date and market via email and social media like FB, Nextdoor, etc	All events are marketed and well attended	Increased Senior participation	Short-term (one year or less)
Communication	Create a "Senior Hot line" a volunteer position of someone who can answer, direct, and walk someone through any issue or question	Senior Center	ALL	I think there is someone who answers the phone at the Senior Center or Rec Center who could be extended to do this	Training	Hotline is established and communicated	Number of calls with issue or question answered	Short-term (one year or less)
Communication	Update/Keep Current "Insight Magazine" on-line with current events and information updated monthly on ROMI.gov	All groups who currently participate in Insight	ALL	Insight is already in place and on the website	Cost of a person to collect and make monthly updates	Insight can be used to advertise all events because it isn't limited to Quarterly paper publication	Seniors are attending more events	Medium-term (1-2 years)
Communication	Map existing events and social opportunities to Go-Go, Slow-Go and No-Go. Identify gaps in programming and create new programs	all organizations offering events and programming	All groups	No - Event and programs are not combined and listed together anywhere I could find	Cost of New programs	New programs for active seniors are created, and communicated	New programs and events are attended by Seniors	Medium-term (1-2 years)
Outdoor Spaces	Add Benches and other seating to park	Parks	Go-go and Slow-go	Some are in place	not sure	Parks are used by		Medium-term (1-2 years)

	for neighbors to meet					Seniors in addition to Children		
Activities	Provide Free parking for Seniors	Create a free parking gift card or a way Seniors can park for free	Go-go	No - I don't know of anything	Cost to create and issue the gift cards and the willingness to lose the parking revenue from Seniors	Seniors can easily apply, get gift card and park for free	Tracking of gift cards show Seniors are coming to RO and no longer worried about parking	Short-term (one year or less)
Activities	I think an Open Mic night for Seniors at Dessert Oasis.	Dessert Oasis already has an open Mic night but this one would be just for seniors. I spoke with a worker there and she thought it would be a great idea.	Go-go		Next to nothing	I'm not sure what this means.	Participation by seniors. Advertising in local print. Online.	Short-term (one year or less)
Activities	Pedicabs in downtown RO. A system whereby a senior calls the pedicab service to pick them up and take them home. They could use it for getting to the library, City Hall, stores... Obviously, better in good weather.	Probably the city and Chamber of Commerce.	Slow-go	I don't think so.	I really don't know. There would probably have to be a small charge.		Usage	Medium-term (1-2 years)
Activities	Senior games nights	Businesses, Chamber of commerce,	Go-go	I don't know	Not a lot.		Usage by seniors	Short-term (one year or less)

Activities	Events that are more diverse. Example only: Chinese New Year	Community Center, library, local organizations	All	Yes. Just trying to show representation of other cultures and ideas	Not sure.			
Activities	Visits with animals. Some how incorporating animals into events, visits, for those who enjoy seeing and petting dogs, etc.	Local support animal organizations and adoption agencies	All	Not sure				
TBD	Go-gos and others in the community sponsoring assisted living facilities, etc. For example: sponsor around the holidays.	Businesses, facilities, general population	All	Not sure		Volunteer		