

## **Age-Friendly Hyattsville Work Group Meeting Minutes**

Friday, October 23, 2020; 11:00 a.m. to 12:00 p.m.

Register in advance for this webinar:

[https://zoom.us/webinar/register/WN\\_hWogbWvuTMymQTfmGJkoGg](https://zoom.us/webinar/register/WN_hWogbWvuTMymQTfmGJkoGg)

After registering, you will receive a confirmation email containing information about joining the webinar.

**Work Group Attendees:** Enda Little (W-4); Sally Middlebrooks (W-2); Lisa Walker (W-2); Winifred Weaver (W-1); Marialis Zmuda (W-2)

**Staff Attendees:** Colleen Aistis, Community Services Manager; Reggie Bagley, Emergency Operations Manager; Cheri Everhart, Interim Director, Community Services; Marci LeFevre, Age-Friendly Program Lead

### **Emergency and Evacuation Planning for Older Residents**

Reggie Bagley shared an update with Work Group members on the steps that City leadership and staff are taking to learn what emergency response efforts worked well and those that could be enhanced following the October 1, 2020 fire at Friendship Arms. The action steps include the following:

- City staff (Community Services) recently conducted an internal After Action Review (AAR) exercise to identify effective City support practices during and following the evacuation. Opportunities to enhance communications between City staff and other groups or agencies involved in responding to the emergency evacuation of residents were also discussed.
- The City Administrator and Emergency Operations Manager (EOM) will conduct an AAR exercise with City department leads involved in the October 1, 2020 emergency response efforts. Learnings from the AAR exercise conducted by the Community Services department will be incorporated.
- Feedback from Friendship Arms residents is being collected by the EOM. Learnings from both management and residents of Friendship Arms will be included in the EOM's AAR report.
- Findings from the AAR exercises will help City leadership and staff identify how best to support community residents and property managers with emergency preparedness efforts. Learnings will be shared with the Age-Friendly Work Group at a later date.

To supplement the above AAR activities, Reggie invited Age-Friendly Work Group members to share their experiences and suggestions related to fire evacuation safety.

- Winifred Weaver, a resident of Friendship Arms, highlighted the importance of strong emergency preparedness communications between a building's management and its residents, and the role of thorough fire drills in equipping residents for emergency scenarios.
- During fire drills and emergency situations, work group members discussed the importance of ensuring that building management have and use rosters listing the current names and locations of residents, and any needs or special assistance required by residents to safely evacuate or shelter in place.
- Work group members discussed the merit of identifying emergency preparedness staging area(s) prior to an emergency for selected evacuation sites, and communicating the location of the staging area to first responders and emergency operations personnel during an emergency.

- The work group suggested that signage for staging area(s) be made in advance for designated evacuation areas, so that emergency operations personnel can deploy signage quickly and effectively during an emergency.
- When holding fire drills in apartment buildings, work group members noted that it's not enough to have residents solely exit the building. Steps should be taken to ensure that all recommended fire safety and evacuation measures are followed by management and residents.
  - Examples of helpful measures to practice during a drill include: upon evacuating a building, having residents meet at a pre-designated safe location; ensuring that all residents evacuate the building; ensuring that residents in need of evacuation or shelter-in-place assistance receive required help; ensuring that residents exit the building with personal essentials.
  - More information about recommended emergency preparedness measures are available in the [Prince George's County Emergency Preparedness Guide](#). The Guide, distributed to work group members, will be reviewed by City staff and shared with community residents through the City's communications channels.
  - In addition to informing residents about emergency preparedness steps, work group members advised that community members be informed about items to be placed in an emergency kit, such as those highlighted in the [Prince George's County Emergency Kit Bookmark](#), a resource shared with the work group.
- Hyattsville Aging in Place (HAP) offered to serve in a support role to the City and other agencies providing assistance to seniors in future emergency situations. HAP Board Chair, Lisa Walker, encouraged City staff to reach out to her or other HAP board members with requests for volunteers or other assistance during future emergencies.

#### Next Steps

- Reggie will integrate work group emergency preparedness and fire safety recommendations into the City's AAR report. Key recommendations include:
  - Encourage stronger emergency preparedness communications between property management and building residents
  - Equip City residents and stakeholders with an emergency preparedness guide and related resources
  - Equip City residents and stakeholders with information on how to assemble an emergency supplies kit
- Reggie will confirm the availability of Red Cross emergency preparedness materials and kits.
- Marci will share the Prince George's County Emergency Preparedness Guide and Emergency Kit Bookmark with City Communication staff for review and consideration on how best to circulate identified resources to residents.
- Work group members will forward any additional emergency preparedness guides or resources for consideration to Marci.

#### Key Updates

##### VoicesDMV: On The Table Civic Engagement Conversation

- Lisa noted that the On The Table intergenerational conversation hosted on October 1, 2020 went well, and that the conversation between youth and senior residents provided HAP with a springboard to develop a project proposal for the Greater Washington Community Foundation on the topic of assisting seniors with using technology.

- The proposed HAP project, which would train Hyattsville teens how to become technology mentors for older adults and provide youth with service hour earning opportunities, may be modeled after an Ontario-based program called Cyber-Seniors identified by Age-Friendly Work Group member, Sally Middlebrooks.
- Tutorial sessions would most likely be held via Zoom during the COVID-19 pandemic.
- Lisa asked Cheri Everhart whether the City's Teen Center would consider partnering with HAP on the technology mentorship initiative. Cheri noted that while the project sounds interesting, she would need to see more details about the project and have an opportunity to discuss it with the City's Youth Services staff.
- Lisa will forward a copy of the project write-up to Marci and Cheri after the HAP board has met to discuss the proposed project's application.
- Cheri noted that City staff (Youth Services) also participated in the October 1, 2020 On The Table event. As she has not yet had the opportunity to debrief with staff about the event, Cheri offered to share details at an upcoming Age-Friendly Work Group meeting.

#### Senior Community Needs Survey (COVID-19 and Beyond)

- Marci shared that the City's Senior Community Needs Survey had been successfully piloted earlier in the month to identify the types of information and assistance residents need on an ongoing basis and during the COVID-19 pandemic.
- The survey was distributed to 110 residents at Friendship Arms and 45 community members receiving Meals on Wheels and the County's frozen meals, a total sample population of approximately 155 individuals.
  - Of the total sample size, 108 surveys were returned of which 106 surveys were completed and 2 surveys were returned blank. The high response rate (69.7%) can be attributed to distributing the survey to groups of seniors whom the City serves on a regular basis and with whom staff could follow-up to encourage the survey's completion and return.
  - The purpose of the pilot was to test the survey completion process and identify content or instructions in need of refinement before widely distributing the survey to residents. Based on pilot learnings, no refinement of the survey is needed.
  - Information provided by the survey participants will be entered into a database for follow up by City staff. The greatest services or assistance needed by participants in the pilot include: transportation, affording or accessing food, and affording utilities.
  - The full survey is expected to be fielded to the City's senior residents in late November.

#### Emergency Assistance Voluntary Registry for Vulnerable Populations

- A database for collecting information to be provided by residents who wish to participate in the City's Emergency Assistance Voluntary Registry is being developed. A prototype is expected to be completed and demoed to City staff in December. Upon completion of the database, the City will begin to promote the availability of the registry to senior residents.

#### Hyattsville Aging in Place (HAP)

- Lisa noted that HAP's October 21<sup>st</sup> annual meeting provided an opportunity for members to share ideas for future programs. Popular events such as HAP's annual Holiday Luncheon and Valentine's Day Social will be done differently due to the pandemic. Ideas include dropping off baskets of goods and cards to senior residents in place of in-person activities.

- Lisa encouraged work group members to attend the October 24<sup>th</sup> event, Protecting Your Future: Estate Planning and Long-Term Care. Event details are available at the [HAP website](#).

#### Rename Hyattsville's Magruder Park

- The deadline for submitting ideas for the renaming of Magruder Park is November 15, 2020; see [Rename The Park](#) online for details on how to submit suggestions.

#### 2020 Presidential General Election

- Early Voting Centers open Monday, October 26, 2020; information is available online at the [Prince George's County website](#).

#### **Upcoming Events**

- 2020 General Election, Tuesday, November 3, 2020
- Age-Friendly Hyattsville Work Group, Friday, November 20, 2020, 11:00 a.m.
- Age-Friendly Hyattsville Work Group, Friday, December 18, 2020, 11:00 a.m.

#### **Adjournment**

The meeting was adjourned at 12:15 p.m.