



THE CITY OF MIRAMAR ELDERLY AFFAIRS ADVISORY BOARD MEETING MINUTES

SEPTEMBER 9, 2024

6:30 P.M.

A meeting of the City of Miramar Elderly Affairs Advisory Board (EAAB) took place at 6:34 p.m. on Monday, September 9, 2024, in the conference room at the Multi-Service Complex, 6700 Miramar Parkway, Miramar, FL 33023.

1. & 2. CALL TO ORDER/ROLL CALL

The following Board members were present:

Paulette Watson, Vice Chairperson
Roland Abel
Juan Chiquito
Kohath March
Cleopatra Mills
Doreen Stephens
Annette Wellington

The following Board members were absent:

Terese McGrew
Roxana Toro

Also Present:

Corlette Deveaux, MBA, Consultant, CEO of Remember 2
Jordan Gary, City Attorney
David Haggerty, Senior Services/Transportation, SSD
Sabrina Deveaux, Office Specialist

A quorum was achieved.

3. RECORDING OF MEETING (ACKNOWLEDGEMENT):

No discussion.

4. MEMBERSHIP STATUS:

Chairperson Watson informed the board that Cecelia Cuff resigned. She noticed Terese McGrew attended only one board meeting.

Ms. Stephens added Roxana Toro had yet to attend a board meeting, so the board needed to decide how to proceed based on its bylaws.

Mr. Haggerty remarked, in terms of Ms. Toro, Ms. Deveaux would send an email to City Clerk Gibbs advising her of Ms. Toro's failure to attend any board meetings; Ms. Gibbs would inform the appointing city commissioner, so they could decide how they wished to handle the matter. Regarding Ms. McGrew, this was her second meeting on the board, so she only missed one meeting thus far; staff would contact her.

Ms. Wellington pointed out Ms. McGrew was late for the last meeting; it might be the case for the present meeting. She noted a correction to the meeting schedule Ms. Deveaux emailed to board members; where it said September 6th, that date should be changed to September 9th.

Ms. Mills noticed there was no meeting date for November 2024.

Mr. Haggerty believed the dates went up to October 2024, so under new business there would be a discussion for the board's meeting dates for fiscal year (FY) 2025.

5. APPROVAL OF MEETING MINUTES

- Regular meeting of June 3, 2024

Ms. Wellington made a motion to approve the EAAB meeting minutes of June 3, 2024, as presented; the motion was seconded by Ms. Stephens. The motion passed unanimously.

6. PRESENTATIONS - Corlette Deveaux, MBA, Remember 2:

Mr. Haggerty introduced Colette Deveaux, stating she came to the City's Social Services Department's attention through contact with Vice Mayor Davis; he met with Ms. Deveaux and her team at Sunset Lakes Senior Center, noting they had

an app he thought was very interesting and current. After speaking with her, he thought it would be beneficial for the board to learn about the Remember 2 app.

Corlette Deveaux gave the board a presentation on the Remember 2 app service for seniors, highlighting the following:

- Remember 2 was a platform developed to help seniors; the focus was on helping seniors stay safe, connected, and live independently
- Miramar did a fantastic job serving its senior residents
- She was a former Miramar resident, and had an adult daycare in Pembroke Pines called A Joyful Heart
- As an advocate for seniors, her work included doing research on many communities
- Remember 2 was an app that provided seniors with a service like that of having a companion with them 24 hours a day that never forgot, and always cared, and kept the senior connected with their family
- Statistics showed some 14 million seniors in the U.S. fell every day, 800,000 of which required hospitalization; about 47,000 of the seniors who fell died from an injury due to a fall; hospitalization cost somebody about \$200,000.00 a year;
- She was unable to secure any statistics about the number of seniors suffering falls in Miramar
- Dehydration was the second highest cause of seniors going into emergency rooms (ER); poor hydration led to lightheadedness, thus increasing the risk of falling; dehydration could lead to a Urinary Tract Infection (UTI) that then developed into sepsis; it was a painful way to die
- The Remember 2 app was about prevention, quality of life, and safety
- Six out of ten seniors got lost; they could get lost going to their mailbox, the grocery store, and any other routine destination they went to for many years; 30 percent of seniors who got lost were found dead
- There was a shortage of caregivers; the State of Florida had a shortage of about 100,000 caregivers; as harsh as it seemed, some family members had no wish to take care of their elderly relatives
- Remember 2 representatives would be present at the City's Senior Resource Fair on Saturday, September 14, 2024
- The City's resources were fantastic, including Focal Point, senior centers, and a robust website filled with information on resources, services, and numerous activities for seniors; transportation was provided to help seniors get to their routine destinations, and city events
- The United Nations declared 2021 to 2030 The Decade of Healthy Aging; they put out recommendations for societies to provide services to fill the needs of seniors, including: transportation, socialization, etc., many of

which the City already did a great job at providing

- The Remember 2 app provided a fall detection device, as shown to the board; it had SOS, checked a senior's pulse, and other vital signs; if a senior fell, there were numbers they would type into the app, and a message would be sent to the number of up to ten contact persons/friends who would be called until someone answered
- Statistics showed people fell in their home two to three times before they ended up in the ER
- Seniors chose who they wanted in their contact circle, whether friends, family, staff at their senior center, etc., and the order in which they should be contacted in the event of an emergency.

Mr. March asked to where the data on the senior's vital was transmitted.

Ms. Deveau said Remember 2 staff collected and stored the data; seniors could access their data on their phone to see what their vitals were at any point in time.

Mr. March asked if the persons listed on the senior's contact list could view their vitals on their own phones.

Ms. Deveau replied the senior would have to ensure persons on their contact list had the Remember 2 app connected to the senior. She continued:

- The device was a watch with a SIM card that functioned like a phone that the senior wore all the time; the service subscription included a limited number of minutes per month; it was for use only in emergencies
- Seniors were provided with a smart water bottle that was connected to the app; the water bottle detected water consumption, reminded the senior to drink more water, and told them the amount water they drank each day
- With regard to getting lost, Remember 2 was an artificial intelligence (AI) app, so it tracked the senior's regular movements daily; variations from the norm would trigger a call to a listed contact, so they could check on the senior, thereby lowering the chances of them getting lost; the app had a notification tracker showing where the senior was physically.

Mr. Haggerty remarked on being very impressed with the water bottle, as one of the regular tasks Social Services staff did was hydrating the seniors they served. Staff sometimes encountered seniors who refused to hydrate, or discuss their hydration, oftentimes due to some suffering from incontinence, so they felt hydrating made the condition worse. He questioned how best to address the fear seniors had regarding linking water consumption with incontinence.

Ms. Wellington commented that she encouraged the seniors she served to drink

more liquids earlier in the day, and less in the evening hours, as this helped with not having to get up multiple times during the night to use the bathroom. The Remember 2 app seemed to be a very, very good thing, as many seniors had limited financial resources, and the app could give a senior the comfort of coverage when there was no caregiver.

Ms. Deveaux added that the water bottle technology could be used to remind the senior to drink more water earlier in the day, as the bottle detected how much water they drank.

Ms. Wellington noted the app took away a lot of guessing for the family, so they did not have to wonder if a senior was, for example, drinking enough water.

Mr. Chiquito remarked on the City's lack of statistics on its seniors, and it seemed the Remember 2 app could fill this role; a small sample of Miramar seniors could use the device to test the data gathering capabilities.

Ms. Wellington said the app was less about monitoring every action of seniors, and more about anomalies in their everyday actions that could pose a threat to their safety and wellbeing. The size of the device made it less intimidating.

Ms. Deveaux concurred, adding that the app had the ability to step up reminders, such as: to take medication, drink water, go to the doctor, etc. The notification was signaled by a loud beep from the device, and the app required a one-time be set up by a senior's loved one/caregiver.

Mr. Chiquito asked if the device communicated in multiple languages.

Ms. Deveaux responded the Remember 2 app was currently limited to English only, and it was integrated with the Apple Watch; it was not yet applicable to android phones. They were beginning with the iPhone, as they tended to be easier for seniors to use. She mentioned teaching a cell phone class at The Palace to 20 seniors, of which two had android phones; this was a consistent occurrence, so the thought was to cater to the larger number, which was seniors who used iPhones.

Ms. Stephens asked if the device was waterproof, and comfortable to wear when sleeping, as it appeared a little bulky.

Ms. Deveaux affirmed the device was waterproof, and it needed to be charged every three or four days, thus reducing the risk of senior misplacing it by having to take the watch off every day. The device was tested on a number of seniors, including their comfort wearing the device; the founder of the app was a 95-year-

old man from Boca Raton, and he wore the device, along with other seniors in the test group; they received few complaints of discomfort wearing the device. She noted the goal was to find a device that worked for the majority of seniors with the hope they would always wear it to access its benefits.

Vice Chairperson Watson wished Ms. Deveaux to continue her presentation, asking her to mention the advantages, and disadvantages observed, to date, with regard to using the Remember 2 app.

Ms. Deveaux continued her presentation:

- They were beta testing the device and the app at present in order to get feedback from seniors to determine how well the service worked
- A couple of seniors complained about the bulkiness of the device
- The benefits included: a reduction in the need for emergency services; the information collected from the app enhanced data collection they could share with the City of Miramar that could be analyzed as desired to facilitate improvements in senior services without having to guess
- For seniors with an iPhone or Apple Watch, they could integrate the app with their device; for those who did not have either, they could use the Remember 2 device; wearing the latter would afford them access to more program services.

Mr. Haggerty remarked on the EAAB being a relatively new advisory board that was tasked with making recommendations to the City Commission about needs, services, and ideas the City could institute to improve senior services in Miramar. He asked why the board should be interested in recommending the Remember 2 app, and what would be most helpful for the board with regard to using the subject information.

Ms. Deveaux reiterated the most important service the app would provide was preventative care for Miramar's seniors, and enable the collection of true data on the City's seniors to enhance the ability of caregivers, and the City to better care for seniors. The board's assistance could come in the form of recommending that Remember 2 give a presentation to the City Commission, and the benefits of partnering with the organization for the betterment of Miramar seniors.

Ms. Wellington wished to know the monthly cost for the service.

Ms. Deveaux replied the service was provided on a subscription-based model that included the device, the water bottle, and monthly service, the cost was \$195.00 a year; they did all the monitoring. She mentioned recently completing her book, "Pushing The Right Button: Cell Phone Technology Made Simple For

Seniors" that sought to help seniors learn how to use their cell phones; a copy of her book was included in the Remember 2 service package.

Ms. Stephens inquired about the maintenance of the service, such device repairs, or replacement.

Ms. Deveau responded that if the first device the senior received as part of their service package stopped working, the senior would have to purchase its replacement. as a new device would not be free. In the first year of a senior using Remember 2, the company usually lost money.

Ms. Mills wished to know if the \$195.00 annual service was the same for seniors who used an Apple device to access the Remember 2 app services.

Ms. Deveau replied that for seniors using an Apple device, the service was \$170.00 a year. Her hope was to beta test the Remember 2 app on about 50 Miramar seniors to get more feedback from the seniors to improve the app.

Vice Chairperson Watson thanked Ms. Deveau for her presentation; the board would discuss the matter further, and staff would communicate the board's feedback to her.

Mr. Haggerty added, for follow-up questions after the meeting, board members could speak with Ms. Deveau at the City's upcoming Senior Resource Fair the coming Saturday at the Miramar Multi-Service Complex.

7. EAAB PURPOSE STATEMENT:

No discussion.

8. OLD BUSINESS:

Mr. Chiquito recalled at the last board meeting there was some discussion about the contents of the EAAB's presentation to the Commission.

Vice Chairperson Watson believed the matter was brought up, but with the board going on summer hiatus, it was more old business rolling into new business.

Ms. Stephens recalled it was said that the board would gather information, hence the subject presentation, as well as presentations from such organizations as Broward Coalition on Aging.

Mr. Haggerty mentioned contacting the Area Agency on Aging (AAA) of Broward

County about giving a presentation to the EAAB; as the person tasked with making presentations recently left the AAA, getting someone to present was difficult at present. He suggested board members identify areas on which they sought more information, so Ms. Deveau, and he could find persons to make presentations to the board on those areas. If board members knew of specific persons they wished staff to invite to speak, they could email staff their names.

9. NEW BUSINESS:

Mr. Abel noted a serious concern that just came out of an election; it was discovered that precinct changes led to a number of difficulties, particularly for seniors, as some residents could not find where they should vote. Another concern was with regard to seniors who voted by mail-in ballot; requests to receive mail-in ballots were usually submitted every two years; this was now changed to annually, and many residents were left out due to them not being aware of the change. He wondered if there was anything the EAAB, and/or the City could do to address the voting concerns, as it was crucial that it be addressed. Such actions were reminiscent of voter suppression tactics used to confuse voters, etc.; seniors, in particular, were being disenfranchised.

Ms. Wellington recalled prior to the August elections, Barbara Sharief conducted an initiative, including speaking on the radio, to remind people to sign up to vote, and for new mail-in ballots. The City could add a "register to vote" reminder to all public communication utilized to send information out to the Miramar public.

Ms. Stephens agreed the voting challenges being faced were real, stating the Broward County Supervisor of Elections and their staff were very accessible; if a community felt they should be brought in for voter outreach to enhance communication, and understanding regarding a voter registration drive, they would come into the City to do so. She indicated they would be present at ChristWay Baptist Church the coming Sunday to speak on voter registration, etc., and they would be prepared to register people to vote on the spot, check voter status, do registration for mail-in ballots, etc. The City could ask them to go to the City's senior centers to provide the same service. Ms. Stephens added that seniors could call the Supervisor of Elections office, as the staff would take their information over the phone, register them to vote, send them mail-in ballots, etc. Thus, these were options the City could explore regarding helping to ensure seniors could vote in the upcoming November elections.

Ms. Mills recalled getting a reminder in the mail to request a mail-in ballot; seniors should be reminded to check their mail for such communications.

Vice Chairperson Watson asked staff, based on the present board discussion, to

pass the information to the relevant city staff, so steps could be taken by the City to help Miramar voters.

Mr. Chiquito wondered if there was a mechanism in place for the board to use in such an instance where time was of the essence, a means by which the board could quickly communicate with the City Commission to address an urgent matter related to seniors.

Vice Chairperson Watson mentioned the upcoming Senior Resource Fair, wondering how feasible it would be to get the information out to the attendees at that venue; doing a town hall meeting was also an option.

Mr. Chiquito thought, even if it was not possible to do something in such a short time, it would be useful to at least sound the alarm to increase the awareness of Miramar's city government and administration.

Ms. Wellington thought the EAAB should recommend to the City the need to bring in someone from the Supervisor of Elections to speak at Miramar's senior centers in the next couple of weeks to help seniors register to vote, etc.

Mr. Haggerty remarked the City transported its seniors from both Miramar's senior centers to do early voting. Staff worked to bring in County persons to speak to the seniors enrolled in their program, making them aware of all the changes, etc., though the situation was different if the effort was to reach seniors in the Miramar community. He said Vice Mayor Davis recently held a senior gala at the Multi-Service Complex, and one of the guest speakers was Brenda Foreman, the Clerk of Courts, and that was a push to get people to register to vote, etc. With regard to focus areas the board discussed at previous meetings, he recalled housing, health, and safety; he knew there were currently two senior housing developments being built in Miramar by Pinnacle Housing. He could try to contact Pinnacle, or a social worker who could address the board on senior housing, so the EAAB could be informed about the units being built. With regard to health, he thought Ms. Deveau's earlier presentation was on the periphery of health. He recalled Mr. Abel recommending someone to speak on safety.

Mr. Abel affirmed he had someone from the City's Fire Rescue Department.

Mr. Haggerty sought clarification on the kind of information the board sought.

Mr. Abel explained what he found useful was the question of lifesaving; for example, with regard to CPR, many changes occurred with regard to how CPR was administered, and the procedures were now simpler to execute. Having a speaker to help the board better understand such procedures would be useful.

Ms. Mills mentioned the need to have seniors ensure their smoke alarms worked, and properly maintained, such as changing batteries, etc.

Mr. Haggerty surmised the board desired someone from fire, and possibly police, to speak on programs their departments provided for seniors, as well as on their experiences with working with Miramar seniors.

Ms. Wellington stated she recently attended a symposium in Miramar where she learned that a member of the City's fire department went out to residents' homes, or to businesses to help identify areas related to safety that needed to be improved. She suggested the board ask the City's Chief Housing Administrator, Katherine Randall, or Economic Development Analyst Claude Louissaint from the Economic Development & Housing (EDH) Department to give a presentation on senior housing in Miramar, and grants available to help the seniors.

Mr. Haggerty mentioned attending a presentation called Go Local, a city program in which Miramar residents participated in a seven or eight-week course to learn about various city departments. He could ask Ms. Randall to give the board a presentation, as she was very knowledgeable; even if the focus was not primarily on seniors, it would provide valuable information on housing in Miramar, as city programs affected everybody.

Ms. Wellington showed the board a brochure she picked up at the symposium she mentioned earlier that listed grants available to residents to help them with utility connection, foreclosure prevention, rental assistance, purchasing assistance, emergency assistance to pay rent, utility bills, and mortgage, for home repairs, etc. These were all under the City's EDH Department.

Vice Chairperson Watson mentioned a number of future board meeting dates she received from Ms. Deveau; for the rest of 2024: October 7, and November 4, with a hiatus in December, and in January 2025; for 2025: February 3, March 3, April 7, May 5, June 2, and a hiatus in July and August. The subject meeting schedule would be emailed to the EAAB members. She pointed out, for the next meeting, the board needed to appoint a new chairperson, so the interim until the next meeting gave board members time think who they wished to appoint.

Ms. Stephens stated a fourth area of focus the board previously discussed was communication.

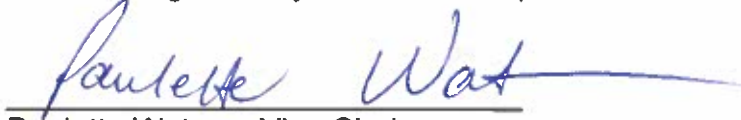
10. OPEN DISCUSSION:

No discussion.

11. ADJOURNMENT:

The next meeting: Monday, October 7, 2024, @ 6:30 p.m.

The meeting was adjourned at 7:43 p.m.



Paulette Watson, Vice Chairperson
PW/cp