



ASHLAND SENIOR ADVISORY COMMITTEE (ASAC) MEETING AGENDA

July 14, 2025

Ashland Senior Center, 1699 Homes Ave – 3:30–5:00 PM

HELD HYBRID (In-Person or via Zoom) To attend via Zoom, contact the [Parks Department](#) no later than 10 AM the business day before the meeting.

- I. **CALL TO ORDER**
- II. **ROLL CALL**
- III. **APPROVAL OF MINUTES**
- IV. **ADDITIONS OR DELETIONS TO THE AGENDA**
- V. **PUBLIC FORUM**
- VI. **DIVISION REPORTS**
 1. Senior Services Superintendent Report
 2. Senior Services Coordinator Report
- VII. **BUSINESS**
 1. ASAC Charge (Informational)
 2. PROS Plan – Level of Service / Priorities (Action)
 3. Department Customer Service Model (Informational)
- VIII. **NEXT MEETING**

Monday, October 13, 2025, 3:30–5:00 PM at Ashland Senior Center
- IX. **ADJOURNMENT**

If you need special assistance to participate in this meeting, please contact Natalie Mettler at natalie.mettler@ashlandoregon.gov or (541) 552-2482 (TTY phone number (800) 735-2900). Notification at least three business days before the meeting will enable the City to

make reasonable arrangements to ensure accessibility to the meeting in compliance with the Americans with Disabilities Act.

Participation Instructions

This meeting will be held in-person at Ashland Senior Center, 1699 Homes Ave. Those who wish to provide oral testimony must attend the meeting. Written testimony will be accepted via email sent to natalie.mettler@ashlandoregon.gov. Please include "**Public Testimony**" in the subject line. Written testimony submitted by 11:00 AM the business day before the meeting will be made available to the committee members before the meeting. All testimony will be included in the meeting minutes.



MINTUES FOR REGULAR BUSINESS MEETING
ASHLAND PARKS AND RECREATION COMMISSION (APRD)
ASHLAND SENIOR ADVISORY COMMITTEE (ASAC)
May 12, 2025
ASHLAND SENIOR CENTER, 1699 HOMES AVE - 3:330PM

Advisors Present: Commissioner Gardiner, Johnson (Chair), Frank, Englehardt, Talbert, Toyokawa, Winner,

Staff Present: Director Houston, Superintendent Mettler, Coordinator Holt

Absent: Engelhardt (Vice Chair)

- I. **CALL TO ORDER** – Chair Johnson called the meeting to order at 3:32pm.
- II. **Opening** – Chair Johnson welcomed everyone.
- III. **APPROVAL OF MINUTES**
 1. Chair Johnson moved for unanimous consent to approve the minutes from January 13, 2025. Unanimous consent given. Minutes approved.
- IV. **ADDITIONS OR DELETIONS TO THE AGENDA** – None
- V. **PUBLIC FORUM**

None
- VI. **DIVISION REPORT**
 1. **APRC Liaison – Commissioner Mike Gardiner**
 - Capital Improvement budget has been approved for the next 2 years.
 - City Council establishing Parks and Recreation as a Department of the City of Ashland.
 - Director Houston informed ASAC that day-to-day operations will stay the same with APRC turning into APRD.
 - Director Houston informed committee that the PROS Plan kick off started at Ashland Senior Center on April 9. This is part of the 10-year strategic plan in which Parks staff will collect data from surveys and focus groups. End of year goal is to have strategic plan drafted.

- Director Houston is looking into possibly hiring a consultant to look at level of service for the Recreation and Senior Services Divisions, to best meet the needs of the community with available resources.
- Director Houston is reviewing policies and practices so that there may be consistency across the board.

2. **Education Report – Senior Services Coordinator Shannon Holt**

- New balance class with Beth Morris and Lisa Ralston based on the Otago exercise program.
- New Beginner Line Dance is already well attended.
- New pilot Walking Group with volunteer Rosalie Rybka will go to Growers' Market on Tuesdays in April.
- ASAC Member Toyokawa will hold Intergenerational Discussions at Ashland Senior Center this spring.
- Rogue Community Health Pharmacist Talk well attended. Will hold quarterly.
- Author Talk by Diane Claypool, *Seven Unmarked Graves*.
- ASAC Member Johnson's EngAGEment class during March.

3. **Senior Services Superintendent Report – Senior Services Superintendent Natalie Mettler**

Mettler highlighted the following in her Superintendent's report:

- Superintendent Mettler stated that The Senior Center is offering as much programming as possible but is mindful of the limits of time and space with current staffing and facility space.
- Waiting for clarity on moving forward with staffing in order to offer more.
- Noticed there is an uptick of concerned family members of seniors.

VII. **BUSINESS**

1. **Moving of Staff**

- Staff to transition to Grove in phased increments starting July 1.
- Grove to look at adaptations for Senior Services office and program needs.

The following was covered in discussion:

- Staff are looking at consolidating to The Grove to optimize customer services across the Department.
- Classes, presentations and Food & Friends services are still scheduled at Senior Center.
- The City is looking at buildings to best optimize space.

VIII. **ITEMS FROM ASAC MEMBERS OR WORK GROUPS- Livable Ashland**

No updates

Next meeting – Monday, October 13, 3:30-5:00pm in person

Adjournment – 4:46pm

Respectfully submitted by Shannon Holt, Senior Services Coordinator, Ashland Parks and Recreation Department

DRAFT



ASHLAND SENIOR ADVISORY COMMITTEE (ASAC) MEETING

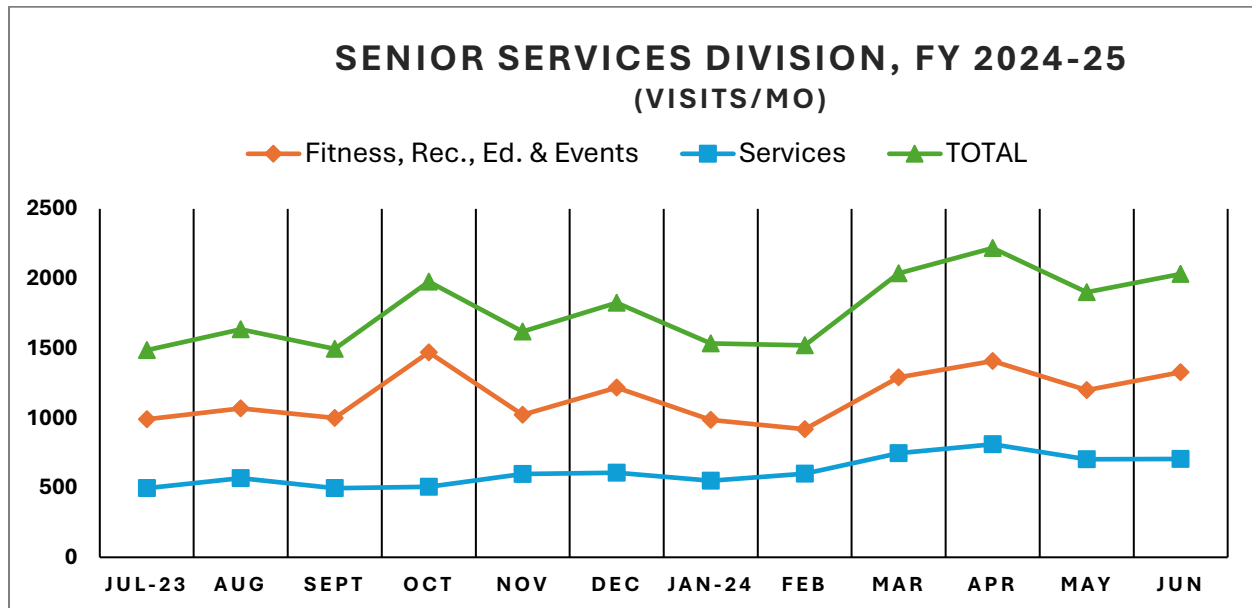
AGENDA BRIEF

July 14, 2025

Agenda Item	VI.I. Senior Services Division Report	
Presenter	Natalie Mettler	Senior Services Superintendent
Item Type	Action ☐ Information ☒	

PROGRAMMING & SERVICES

- **Service statistics** for FY 2024-25 showed the highest annual total since the Senior Services Division was established in 2018.



	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Fitness, Rec., Ed. & Events	9577	7630	1931	3432	8392	11821	13871
Services	3470	4530	4463	5180	5734	5845	7392
TOTAL	13047	12160	6394	8612	14126	17666	21263

- Special presentations and events since last report (5/12/25):

- How to be Smokewise: DIY Class for Indoor Air Quality (5/19/25)
- End of Life Planning for Your Online Accounts (5/21/25)
- Art class: A Most Cherished Memory (5/28/25)
- Downsizing for Seniors: Step by Step (6/2/25)
- Rogue Valley Duo concert (6/6/25)



- Ready, Set, Go! Emergency Tips for Seniors (6/11/25)
- AARP Driver Safety: We Need to Talk – Family Conversations with Older Drivers (6/13/25)

- Ashland Climate Collaborative climate/health survey + gift card incentive (6/25/25)
- Cookout for Seniors & their Families (6/28/25)



- Pharmacist Talk: What You Need to Know About Cholesterol (7/9/25)

- The monthly Alzheimer’s Association Dementia Caregiver Support Group (via Zoom) has been discontinued due to lack of demand, following discussion among Alzheimer’s Association staff, volunteer group facilitator Becky Martin, and Mettler. Martin offers a weekly in-person Dementia Caregiver Support Group in Ashland.

PARTNERSHIPS & SPONSORS

- Staff met with new sponsor Bristol Hospice, who will split the cost of food and supply donations for the August ice cream social with longtime sponsor, Village at Valley View, later this summer.
- OHSU students presented their research findings on their “Art of Aging Well” project at Ashland Senior Center to stakeholders on 6/4/25. They created a display of their findings and patron-created art in Ashland Senior Center dining room that will be up through July.
- Ashland Senior Center now offers free Stericycle mail-back boxes for sharps, from the Inmar Consumer Drug Mail-Back Program. This is in addition to the free mail back envelopes already available for pharmaceuticals.



VOLUNTEERS & DONATIONS

- Ashland Senior Services received the following donations (THANK YOU!):
 - \$85 from two artists who sold paintings in the *Seniors Celebrating Creativity* art exhibit.
- The total donations received for FY 24-25 was \$5085 in cash and \$12,420 estimated value of in-kind donations.

BUDGET/FACILITIES

- Senior Center kitchen sink assembly replaced by Hukills.
- Senior Center building painted with new Parks-wide color scheme.

STAFF/TRAINING

- Recreation and Senior Services staff have been working on consolidating APRD customer service at the Grove. This will be a phased transition. Starting July 1, Coordinator Holt is now at the Grove on Mondays and Thursdays, 9am-1pm.
- Mettler re-elected Chair of RVCOG Senior Advisory Council.
- Mettler elected Vice Chair of RVTD STIFAC (State Transportation Improvement Fund Advisory Committee).

- Mettler joined the Oregon Fall Prevention Coalition and the Fall Prevention Coalition of Southern Oregon and will attend their meetings virtually when possible.

PUBLIC AWARENESS

- **Senior News:** The June and July [Senior News](#) issues featured information about special events and highlighted selected ongoing activities. Both issues also offered information about relevant resources and services.

PREPARED BY: Natalie Mettler





ASHLAND SENIOR ADVISORY COMMITTEE (ASAC) MEETING

AGENDA BRIEF

July 14, 2025

Agenda Item	VII.I. ASAC Charge	
Presenter	Natalie Mettler	Senior Services Superintendent
Item Type	Action ☐ Information ☒	

SITUATION

The Park Commission approved the charge for ASAC at the June 11, 2025 Business Meeting. A charge is the goal(s) or objectives an advisory committee is tasked with working on over a period of time. The charge is as follows:

- Work with staff to interpret and implement PROS Plan Senior Services related items
- Advise Park Commission on policies related to Senior Services

Staff will bring forth agenda items on the PROS plan and bring forth policy items. The department is working to implement a new policy framework. This will require all existing policies, protocols and procedures to be reviewed and updated in the new format. Currently, the Senior Services Division has identified items that will be reviewed in the next 1-2 years, including:

- Policy: Weather-related closures for programs
- Policy: Client information and confidentiality
- Policy: Instructor agreements
- Procedure: Referrals to aging support services

However, if ASAC has policy items that they would like to discuss or have reviewed, please work with staff and/or the ASAC Chair to have the item considered.

POLICIES, PLANS & GOALS SUPPORTED

Consistent with city ordinances and Park Commission policy on advisory committees.

FINANCIAL CONSIDERATIONS

Not applicable

ATTACHMENTS

None

PREPARED BY: Natalie Mettler



ASHLAND SENIOR ADVISORY COMMITTEE MEETING

AGENDA BRIEF

July 14, 2025

Agenda Item	VII.2. PROS Plan – Level of Service / Priorities	
Presenter	Rocky Houston	Director
Item Type	Action ☒ Information ☐	

SITUATION

The Parks, Recreation, Open space & Senior services strategic plan (PROS) will be establishing a Level of Service for senior services.

ASSESSMENT

There is no Level of Service recommendation by Oregon Parks & Recreation for senior services. As such, staff are working on developing a Level of Service model by comparing amenities and services offered by comparable communities across Oregon.

Director Houston will provide ASAC members with updated information and an opportunity for discussion and input about the current PROS Plan data from the community survey and focus groups administered earlier this year. Information is available to the public via the City of Ashland Website, www.ashlandoregon.gov

The data we have gathered so far through the PROS planning process is as follows:

- The focus group wants more navigation services, staffing and open hours
- The focus group wants to see community seniors better utilized to support other seniors, as well as more intergenerational opportunities and connections
- The focus group wants a larger facility with spaces and programs to foster organic connection
- The focus groups wants programming to be adjusted to accommodate increasing numbers of seniors as the Boomer cohort continues to age

DISCUSSION QUESTIONS OR SUGGESTED NEXT STEPS

- Does ASAC want to develop a sub-committee to review staff's initial Level of Service model for senior services?
- Are there other Level of Service data elements we should review?

POLICIES, PLANS & GOALS SUPPORTED

PROS Plan (in process)

FINANCIAL CONSIDERATIONS

Not applicable.

ATTACHMENTS

Links to Survey Data:

- [PROS_Survey_1-Summary-Data](#)
- [Senior-Services-Focus-Group-Summary](#)
- [South-Neighborhood-Group-Summary](#)
- [Central-Neighborhood-Group-Summary](#)
- [North-Neighborhood-Group-Summary](#)

PREPARED BY: Natalie Mettler



ASHLAND SENIOR ADVISORY COMMITTEE MEETING

AGENDA BRIEF

July 14, 2025

Agenda Item	VII.3 – Department Customer Service Model	
Presenter	Rocky Houston	Director
Item Type	Action ☐ Information ☒	

SITUATION

The Department is seeking to improve customer service for all programs by consolidating customer service staff at The Grove.

ASSESSMENT

Prior to COVID-19, the department had 4 customer service staff that were housed at The Grove, the Senior Center, and the Nature Center. Each location had customer service hours consistent with the business hours of each site. Since then, the department had lost all customer service staff for a period of time and had 1 full-time employee and 1 temporary employee working to manage the customer service needs of all (3) locations during the biennium.

The FY26-27 budget provided for (2) full-time employees. To manage our current workload and provide reliable and available customer service experience, the (2) customer service staff will be housed at the Grove. The Nature Center will be open during programmed hours only. Staff is reviewing the option of having the Nature Center be open for non-programmed use with volunteers as well.

The Grove will be marketed as the single location where the community can call or come in to speak with a customer service staff member. This does not mean that park patrons engaged at the senior center or other sites will not have their customer service needs met. As we move forward, we are looking to align high customer service need programs at the Grove to facilitate the highest level of service. This process is in the early stages of assessment and any changes will be communicated in advance and be slowly implemented.

DISCUSSION QUESTIONS OR SUGGESTED NEXT STEPS

- Does ASAC have suggestions on senior programs that would require a higher level of customer service needs?
- Are there other factors or models we should review?

POLICIES, PLANS & GOALS SUPPORTED

Adopted Budget

FINANCIAL CONSIDERATIONS

Not applicable.

ATTACHMENTS: None

PREPARED BY: Rocky Houston, Director