

Community Engagement Report

Your Organization/Affiliation: Westshire Village Senior Living Community	Your Name and Email: Moderator – Betsy Strahin strahin.betsy@countyofdane.com
Community Engagement Activity: <input type="checkbox"/> Community Forum or Listening Session – virtual or in person <input checked="" type="checkbox"/> Focus Group Discussions – virtual or in person <input type="checkbox"/> Personal Interviews – by phone or in person <input type="checkbox"/> Facebook Live or Social Media Virtual Event <input type="checkbox"/> Paper or Internet Survey <input type="checkbox"/> Other (please describe): _____	
Date/s of Event or Effort: 7/19/2021	Number of Participants or Respondents: 7
Key Issues Discussed: <ul style="list-style-type: none"> - From your personal experiences, what the main issues, problems, and challenges adults age 60 and older are facing in Dane County? - How can Dane County Support older adults in remaining independent for as long as possible? - What does Dane County have to change to be closer to your ideal community to age in? / What do you appreciate most about what Dane County already provides? 	
Background: (https://westshirevillage.com/wp/) Westshire Village is an “all-inclusive residential community established specifically to accommodate active seniors over the age of 55 by providing a tranquil, hassle free lifestyle. It is situated on a 40-acre campus and is just minutes away from Madison.” Residents can participate in a “Live Lease Purchase.” It “essentially functions as both a traditional real estate transaction and rental lease agreement. The difference is that our residents pay minimal property tax obligations. A one-time lease payment provides our residents with a long-term right of occupancy that guarantees the lessee a home for as long as they choose to live at Westshire Village... The Monthly Basic Service Fee Agreement is similar to a condominium association fee that may be adjusted annually based on actual costs of providing services. The agreement has a component that pays the township for police, fire and emergency services... Services include – lawn care and landscaping – bush and tree trimming – snow removal of sidewalks, driveways and roadways – plumbing – electrical – mechanical – appliance repair and replacement.”	
Key Takeaways/Findings: <ol style="list-style-type: none"> 1. This group was very interested in learning about resources. They have many household needs taken care of by the community. They very much wanted an information session and needed redirected to the topic at hand. However, this gave us insight into the best ways to communicate with this group. <ol style="list-style-type: none"> a. While they have a newsletter it isn’t always consistently read. If something does go in the newsletter, it should be an insert so it stands out. b. They do not commonly go online. This is likely to happen when the need is immediate, but they have trouble searching the right terms to find the needed resources. c. The newspaper is also a way to reach them. 	

- d. There was excitement about holding in-person information sessions and/or office hours with staff from community resources.
 - e. Specifically, they'd like more information on Meals on Wheels, ADRC, Case management, and caregiver grants
 - f. When looking for this information they want alphabetized lists, multiple categories of synonymous words to help them search more easily (e.g. groceries/food/meals)
2. Living in Westport they feel there isn't much outreach to smaller communities. The village is small enough to not have resources for them and when they go to nearby cities for these resources they get charged extra.
 - a. MSRC has programming for seniors but only seniors who are Madison residents.
 - b. Pay a higher activity fee for things at Warner Park because they do not have a Madison address. This happens in Waunakee too. There is about a \$10 more charge for not being residents of the community.
 - c. **Need:** Reciprocity and/or cover more in the Monthly Basic Fee Agreement so that they can use services at the same cost (likely higher because they aren't paying taxes to Madison).
 3. They spent a lot of time talking about Silver Sneakers and liking the program.
 - a. It gets them needed exercise, low impact, helps with their balance – this is important as falls are a future concern, and gives them accountability – a small fee motivates you to go as well as seeing classmates.
 - b. Most importantly it's instructor-led (someone to correct you if you are doing it wrong) and the instructor is certified.
 4. Another class they would be interested in is an on-site basics of computers class. Waitlists were long during the pandemic for classes at the Apple store. They have devices but aren't confident in using them.
 5. In addition to falls, a future concern is a spike in COVID and if that will cause restrictions to be in place again.
 - a. They are just starting to get together again for socializing – playing cards, catered dinners, happy hours
 - b. But if COVID spikes that could put them on restrictions which was very lonely, especially for those living alone. They tried to stay active with their pets and driveway gatherings but that wasn't enough to not get lonely. They are frustrated at people who are not getting the shot.
 6. One mentioned the rules for seeing a doctor while on Medicare Wellness Term is stringent. You can have a check-up but are limited in what you can talk to the doctor about – only preventative home care. If they talk about more they face extra bills for seeing the doctor about another concern.
 7. Another recalled the expense at end of life to say final goodbyes to a friend. They brought the friend out of the nursing home to visit them in their homes. They had to hire a handicap van, which was expensive and hard to locate (were limited to appointment use at the time). In addition to the van they had to hire a nurse to travel with their friend. It was about \$500.
 8. The group got into talking about needing in-home help and how to find those helpers.
 - a. They need help cleaning to scrub the floors and clean under furniture.
 - b. Some anticipate needing help in the bathroom to stay independent. They know the bathroom is the most dangerous room in the house. They'd like options for in-home care for bathing/showering, getting dressed and undressed, and in and out of bed. It would be ideal if you can hire this person to live with you as needed.
 - c. **Need:** More help available to them without moving into assisted living.

9. One more want they mentioned was respite especially for Alzheimer's care givers.
10. Like many other groups they feel blessed to live in Dane County and their specific community – it is like having your own house with a great sense of community.
11. When prompted some ideal things they'd want are
 - a. Things to do at Westshire in the winter so they don't have to drive in the bad weather
 - b. Thinking about how to prepare for vision loss in self or partner
 - c. Closer connection with Assisted Living/Memory Care so they can continue to age here through increased care as needed
 - d. Having a grocery store built nearby that isn't a gas station. Hopeful one will come as Waunakee builds out on M. The Willy Street Co-op on the north side is too far and expensive. It would be nice to have more closer so don't have to use a car or have delivery services.
 - e. Grocery delivery is of interest but they don't want to have to go online to place an order.
 - f. **Need:** ways to get more services without driving/using the Internet, A dedicated grocery store that is close and affordable.

Planned Response:

Share this form with AAA of Dane County to inform the drafting of their 2022-2024 strategic plan.