In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the City Clerk's office at (310) 618-2780. Notification 48 hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting. [28CFR35.102-35.104 ADA Title II]

Direct questions or concerns to the Commission Liaison at (310) 618-2935, or individual department head prior to submission to the Commission. Parties will be notified if the complaint will be included on a subsequent agenda.

Security procedures: Members of the public will be directed to enter City Hall on the East side of the building through the sliding door. All other entrances will remain locked for entry. Oversized bags or backpacks will not be allowed in the Council Chamber or Commission meeting room. All bags are subject to search.

Any correspondence received after 2:00 p.m. on TUESDAY on any item on the agenda will be provided to the Commission electronically and available for public inspection in the City Clerk's Office. A copy of the correspondence will be available for public inspection in a binder at the back of the Council Chamber or Commission Meeting room.

TORRANCE COMMISSION ON AGING AGENDA
TUESDAY, NOVEMBER 4, 2025
REGULAR MEETING
9:30 A.M. IN THE WEST ANNEX COMMISSION MEETING ROOM
AT 3031 TORRANCE BL.

THE COMMISSION ON AGING MAY TAKE ACTION ON ANY ITEM LISTED ON THE AGENDA

1. CALL MEETING TO ORDER

ROLL CALL: Commission members: Ohno, Kraemer, Wang, Montoya, Bisenieks, and Chair Hileman.

2. FLAG SALUTE

WORDS OF INSPIRATION

3. REPORT OF THE STAFF ON THE POSTING OF THE AGENDA

The agenda was posted on the Public Notice Board at 3031 Torrance Blvd. and on the City's Website on Thursday, October 30, 2025.

4. ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS

5. ORAL COMMUNICATIONS (Limited up to a 15-minute period)

This portion of the meeting is reserved for comment on items on the Consent Calendar or not on the agenda. Under the Ralph M. Brown Act, the Commission cannot act on items raised during public comment, but may respond briefly to statements made or questions posed; request clarification; or refer the item to staff. ***No longer than 1 minute per speaker****. If presenting handout material to Commission, please provide 10 copies to staff before speaking.*

6. CONSENT CALENDAR

Matters listed under the Consent Calendar are considered routine and will be enacted by one motion and one vote. There will be no separate discussion of these items. If discussion is desired, that item will be removed by a Commissioner from the Consent Calendar and considered separately.

6A. Approve Commission Minutes: October 7, 2025

7. ADMINISTRATIVE MATTERS

7A. ACCEPT AND FILE PRESENTATION BY TORRANCE MEMORIAL HOSPITAL'S CARING COMPANIONS, NO ONE DIES ALONE (NODA) PROGRAM

Presentation by Mary Matson, Director of Service Excellence.

7B. DISCUSS AND PROVIDE DIRECTION ON SPEAKERS FOR UPCOMING MEETINGS

Recommendation of the Community Services Director that the Commission on Aging discuss and decide on speakers relevant to the senior population.

1) **December 2 -** City of Torrance Focal Point on Aging overview presentation by Bea Virobik, Focal Point Office Manager.

2) **February 3, 2026** – USC's study on the Alzheimer's Savvy Caregivers Program. Presentation by Dr. Maria Aranda, PhD, Professor of Social Work and Gerontology, University of Southern California Edward R. Roybal Institute on Aging.

3) **John W. Chang, Partner at Patinelli & Chang, LLP** - Available to present on trust, health care directives etc.

4) **Christina Szczypkowski, Torrance PD** - Available to present on their Return Home Registry, which helps support members of our senior community.

7C. UPDATE ON A TORRANCE CENTENARIAN RECIPIENT

Recommendation of the Community Services Director that the Commission on Aging receive an update on a Torrance Centenarian.

1) Centenarian, Mrs. Ruth Kimiko Inadomi
2) Council meeting ceremony scheduled for Tuesday, December 2, at 6:30 p.m.

7D. DISCUSS THE COMMISSION'S DECEMBER AND JANUARY MEETING SCHEDULE

Recommendation of the Community Services Director that the Commission on Aging discuss and determine the commission meeting dates for December and January.

1) Tuesday, December 2, 2025
2) Tuesday, January 6, 2026

7E. RECEIVE ORAL REPORTS ON SENIOR CITIZEN CONCERNS

Recommendation of the Community Services Director that the Commission on Aging report on:

- City Council Activities - Commissioner Hileman
- Community Programs - Commissioner Kraemer
- Health - Commissioner Wang
- Transportation - Commissioner Montoya
- Focal Point Programs & Housing - Commissioner Bisenieks
- Elder Abuse/Fraud - Commissioner Ohno

7F. ACCEPT AND FILE SENIOR SERVICES MONTHLY REPORT

Recommendation of the Community Services Director that the Commission accept and file the senior services division report.

8. COMMISSION ORAL COMMUNICATIONS

9. ADJOURNMENT

9A. Adjournment of Commission on Aging Meeting to Tuesday, December 2, 2025, at 9:30 a.m. located in the West Annex Commission Meeting Room.

October 7, 2025

MINUTES OF A REGULAR MEETING OF
THE TORRANCE COMMISSION ON AGING

1. CALL TO ORDER

The meeting convened on Tuesday, October 7, 2025 at 9:30 a.m. at the West Annex Commission Meeting Room at City Hall, 3031 Torrance Boulevard.

ROLL CALL/MOTIONS FOR EXCUSED ABSENCE

Present: Commissioners Bisenieks, Kraemer, Ohno, Montoya, Wang and Chair Hileman

Absent: Commissioner Davis

Also Present: Senior Recreation Supervisor Castro

Chair Hileman announced that Commissioner Davis had resigned from the Commission.

2. FLAG SALUTE

Commissioner Kraemer led the Pledge of Allegiance and Commissioner Hileman provided words of inspiration.

3. REPORT OF THE CITY CLERK ON THE POSTING OF THE AGENDA

Senior Recreation Supervisor Castro reported that the agenda was posted on the Public Notice Board at 3031 Torrance Boulevard and on the City's website on Thursday, October 2, 2025 by City Clerk Poirier.

4. ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS

No items.

5. ORAL COMMUNICATIONS

Recreation Supervisor Salvador Campos introduced himself to the Commission and noted that Focal Point Directory was available and that the 2025-2026 version would be available in the future.

6. CONSENT CALENDAR

6A. APPROVAL OF MINUTES – September 2, 2025 Commission on Aging

MOTION: Commissioner Kraemer moved to approve the minutes of September 2, 2025 of the Commission on Aging meeting and Commissioner Wang seconded. The motion passed by a 6-0 vote.

7. ADMINISTRATIVE MATTERS

7A. ACCEPT AND FILE PRESENTATION BY CITY OF TORRANCE OFFICE OF EMERGENCY SERVICES

Tadashi Masumoto, Management Assistant in the Office of Emergency Services, presented information on Emergency Services and Disaster Preparedness and discussed ways to prepare, create various types of emergency kits and make plans for fires, earthquakes and

DRAFT SUBJECT TO APPROVAL

sheltering in place. He discussed establishing escape routes, making plans for pets and collecting supplies needed to be on hand and making a list of outside contacts. He listed where to obtain community information, earthquake alerts and explained the warning sirens and alerts within the City and distributed emergency guides. He noted that the City did conduct CERT training classes and added that the next training class would be in 2026.

There was no public comment.

MOTION: Commissioner Montoya moved and Commissioner Kramer seconded, to accept and file the presentation by the City of Torrance Office of Emergency Services**.** The motion passed by a 6 to 0 vote.

7B. DISCUSS AND PROVIDE DIRECTION ON SPEAKERS FOR UPCOMING MEETINGS:

Chair Hileman announced the upcoming speakers:

November 4, 2025 – Torrance Memorial Hospital's Caring Companions/ No One Dies Alone Program, presented by Mary Matson, Director of Service Excellence.

February 3, 2026 – USC's study on the Alzheimer's Savvy Caregivers Program. Presentation by Dr. Maria Arand, PhD, Professor of Social Work and Gerontology, University of Southern California Edward R. Roybal Institute of Aging.

The Commission requested a presentation from the City's Safe Return Program.

Senior Recreation Supervisor Castro noted that Focal Point would present information on their activities and Directory in December.

Commissioner Montoya stated that he would investigate speakers and topics on wills and living trusts and send the information to the Commission. Senior Recreation Supervisor Castro added that he would request a condensed presentation from the Foundation for Senior Services on their Advance Planning is Key: Estate Planning 101 lecture.

7C. RECEIVE AND DISCUSS A TORRANCE CENTENARIAN APPLICATION

Senior Recreation Supervisor Castro presented information on Ms. Ruth Kimiko Inadomi and noted that her application had been received and processed, but a ceremony date had not yet been confirmed.

7D. RECEIVE ORAL REPORTS ON SENIOR CITIZENS CONCERNS

1. City Council Activities

Commissioner Hileman confirmed that the City had installed a traffic light at the corner of Lomita Boulevard and Madsion Avenue and noted that the City Council had approved the City's float design for the Rose Parade. She explained that the City had installed automated defibrillator devices in all City buildings.

2. Community Programs

Commissioner Kramer announced activities in the City for October 11: 8:00 a.m.: fundraising event for Caring Care/Hospice Care, 10:00 a.m.: talk at the library on dementia, El Segundo Brass performance at the Western Museum of Flight and South Bay's Got Talent at the Armstrong. She added that on October 18, America Honda would hold an event, and the following weekend there would be Halloween train rides at Wilson Park and a Halloween Ball at the Depot on October 25. She noted that the State of the State breakfast would take place on October 30.

3. Health

DRAFT SUBJECT TO APPROVAL

Commissioner Wang discussed a book by Sanjay Gupta and the benefits of drinking coffee.

4. Transportation

Commissioner Montoya stated that he would continue to investigate and then report on the impact to traffic from the new housing developments being built in the City.

5. Focal Point Programs and Housing

Commissioner Bisenieks confirmed that she would also include Housing in her report for next month.

Commissioner Wang reported the following statistics for the month of:

September 2025:

Total number of documented calls: 69	Web Inquiries: 143
Miscellaneous calls:	Total number of calls received:

Of the documented calls there were the following requests:

Requests for transportation 3.7%	Requests for home services 7.4%

Elder Abuse/Fraud

Commissioner Ohno discussed fraud alerts and scams and noted that an individual could lock down their own credit and receive notifications if there were attempts to access their credit or bank accounts.

8. ORAL COMMUNICATIONS #2 Commissioners/Staff

Commissioner Bisenieks introduced herself to the Commission and noted that she had served as an ombudsman for seniors.

Commissioner Montoya suggested a study of the requests to Focal Point to determine the percentages for each of the concerns and to help determine potential speakers.

Commissioner Kraemer requested that the Commission receive more information on the activities at the Barlett Center and the work of the Home Improvement Program, as many involve senior services. She spoke about the Torrance Rose Float fundraiser.

9. ADJOURNMENT

9A. At 10:35 a.m., Commissioner Wang moved to adjourn the meeting to the regular meeting on Tuesday, November 4, 2025, at 9:30 a.m. at the West Annex Commission Meeting Room at City Hall, 3031 Torrance Boulevard. The motion was seconded by Commissioner Kramer. The motion passed by a 6-0 vote.

DRAFT SUBJECT TO APPROVAL

Torrance Memorial | An Affiliate of Cedars Sinai

Caring Companions

A No One Dies Alone (NODA) Program

Andrew Shen MD, FACEP
Bioethics Director

Reverend Doug Lee
Spiritual Care

Kelie Tabangay, LCSW
Palliative Care

A Torrance Memorial Medical Center Volunteer Program

1

Our Mission – Dr. Shen

Our Mission

- To provide **caring and compassionate service** to our patients by having bedside companionship for dying patients who are alone at the end of life.
- No one is born alone; accordingly, in the best of circumstances, no one should die alone. The NODA program helps provide patients with a **dignified death**.
- The program's philosophy is that no one should die alone in their time of need.

Program Overview

- **Caring Companions** is a volunteer program for Torrance Memorial Medical Center patients. Our volunteers offer the reassuring presence of a companion to support patients who do not have family or close friends who can visit or sit during the end of life.

2

3

History of NODA – Dr. Shen

- The roots of No One Dies Alone (NODA) go back to 1986. Sandra Clarke, RN, was working her ICU shift at Sacred Heart Medical Center in Eugene, Oregon. At the beginning of her shift, an elderly dying man pleaded for her to stay with him.
- She said she would be back, but after taking care of her other patients took longer than expected, she returned to find that the man had died alone.
- **She vowed to find a process so patients at her hospital would not have to die alone.**
- Sandra started the first NODA program at her hospital in 2001, a volunteer companion program for hospital patients who would otherwise die alone. Since then, this award- winning program has inspired other similar programs around the nation and beyond.

4

Patient Criteria - Kelie

- NODA is for hospital patients who have no family/friends currently involved, OR they are currently unable to be present AND are expected to die within 48-72 hours.
- Patients can be **identified** by anyone on their care team (RN, palliative care, case management, physician, social worker, or spiritual care.)
- **However, nursing or medical personnel must determine if a patient meets NODA criteria.**
- Patient is open to having caring companion sit with them.

5

Volunteers - Kelie

- All volunteers participate in the Adult Volunteer Program, holding regular weekly assignments that support various hospital departments.
- Caring Companions is an additional, specialized volunteer role.
  - Volunteers in this program receive enhanced training to prepare them for sensitive patient-centered interactions.
- Caring Companions reflect the diversity of our community—ranging from stay-at-home parents and retirees, including former professionals such as a psychologist and a chief of police, to other dedicated community members.

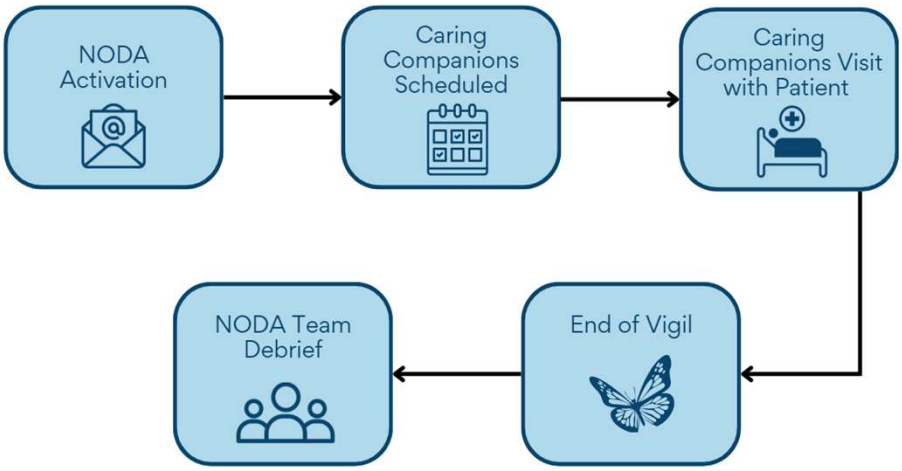
6

Interdisciplinary Team - Kelie

- The Caring Companions Program is supported by an interdisciplinary team from:
  - Volunteer Services
  - Medical Team & Bioethics
  - Palliative Care
  - Spiritual Care
  - Nursing & Clinical Education

7

NODA Process - Dr. Shen



8

Program Snapshot – Rev. Doug

- Program Go Live in February 2024: 8 caring companions
- Currently: 16 caring companions with an upcoming training session
- 15 NODA activations since program start

CHALLENGES

Ensuring all staff are aware of the program and how to activate the NODA team.

SUCCESSES

Positive feedback from staff and families.

Greater volunteer interest requires additional training sessions.

9

Program Moving Forward – Rev. Doug

24 HOUR COVERAGE

Provide 24 hour coverage when NODA is activated.

RECRUIT & TRAIN

Recruit and train more caring companions.

EDUCATE STAFF

Continue to educate staff about the NODA program.

10

Questions?

11

Contacts & References

Andy Shen MD, Bioethics Director
Email: andrew.shen@tmmc.com
Cell: 310-430-4855

Torrance Memorial Volunteer Office
Email: volunteerservices@tmmc.com
Phone: 310-517-4752

Torrance Memorial Spiritual Care Program
Email: spiritualcare@tmmc.com
Office: 310-891-6694

Torrance Memorial Palliative Care
Email: palliativecare@tmmc.com
Office: 310-750-3368

References

Support Care Coalition: Advancing Excellence in Palliative Care – No One Dies Alone Program Guide

12

For Commission Meeting
November 4, 2025

TO: COMMISSION ON AGING

FROM: JESUS CASTRO, SENIOR RECREATION SUPERVISOR

SUBJECT: SENIOR SERVICES MONTHLY REPORT FOR OCTOBER 2025

The following is information regarding senior services programs for October 2025:

SENIOR SERVICES

Jesus Castro, Senior Recreation Supervisor; Sal Campos, Recreation Supervisor; Linda Wilson-Gray, Senior Program Specialist.

Focal Point on Aging:

- The monthly meeting was held on October 24, 2025.
- Volunteers reviewed and discussed strategies for handling challenging phone inquiries received throughout the month.
- Carlos Huizar, Management Associate with the Office of the City Manager, presented on Mediation Services available to assist residents with neighborhood, landlord, and tenant disputes.
- The next meeting is scheduled for November 21, 2025.
- Volunteers: 8
- Volunteer Hours: 121

Senior Citizens Programs (Bartlett Center, Tillim, Walteria)

- Planning is underway for a new monthly book club in partnership with the Torrance Public Library, set to meet at Bartlett Center.
- Promotion continues for the Senior Citizens Holiday Arts & Crafts Sale on Saturday, November 8, 2025; all vendor spaces have been filled.
- All Senior Centers have received new First-Aid kits, and two AEDs have been installed at Bartlett Center. Additional AEDs were provided to the libraries adjacent to Tillim and Walteria Centers.
- The Torrance Travelers excursion to The Grand Event Center in Long Beach featured a three-course lunch and a live Rockabilly performance. Despite a slightly higher cost, participants praised the food and entertainment, and this trip may become an annual tradition.

Bartlett Center Activities:

- On October 17, the monthly Karaoke activity saw a smaller turnout of performers but a strong and supportive audience.
- On October 8, the Foundation for Senior Services presented *"Medicare Essentials"* to 14 attendees, highlighting coverage information, key deadlines, and support resources.
- Movie Matinee returned Thursdays at 12:15 p.m. in Ritsema Hall, averaging 10–15 attendees weekly.
- A Halloween Party and Costume Contest is scheduled for Friday, October 31, at 12:30 p.m., following the Halloween Luncheon.

BARTLETT SENIOR CENTER PROGRAMS AND CLASS ATTENDANCE

PROGRAM	ATTENDANCE
Beading Workshop	0
Cards	74
Craft Workshop	20
Drop-ins	85
Table, Games, and Puzzles	0
Lapidary	36
Line Dancing	87
Paid Lunches	363
Pool	53
Senior Discussion (Friday afternoon)	28
Telephone Log	294
Television/Movie	42
OLEF Chair Fusion	41
OLEF Fitness Difference	139
OLEF Salsa for Seniors	54
OLEF Spanish Class	13
Walking Club	51
Gardening Club	14
Mini-Fitness Center	21
Coffee with Maxine	62
Meditation	18
English/Spanish Book Club	3
Volunteers	2
TOTALS:	**1,500**

TILLIM SENIOR CENTER

PROGRAM	ATTENDANCE
Bingo	8
Cards	68
Creative Crafters	54
Drop-ins	8
Games	0
Pool	2
Telephone	0
Volunteers	0
Watercolor workshop	28
Quilting Social Club	8
TOTALS:	**176**

WALTERIA SENIOR CENTER

PROGRAM	ATTENDANCE
Cards	0
Games	4
Ping Pong	80
Drop-ins	9
TOTALS:	**93**

Respectfully Submitted,

Jesus Castro
Senior Recreation Supervisor

CONCUR:

Garrett Craig
Recreation Services Manager

Torrance Travelers on the way to The Grand Event Center in Long Beach

Movie Matinee audience preparing to watch Casper at the Bartlett Senior Center.

Ping Pong at Walteria