

The Town of Oakville

Department of Recreation & Culture

Seniors' Working Action Group (SWAG) - We're Age Friendly

Minutes – Wednesday, July 24, 2024 via ZOOM

In Attendance: Darlene Cox, Ruth Sheridan, Ted Lambert, Margaret Kirwin, Jennifer McPetrie, Bev Cathro, Micheline Wheeler, Julie Pennal, Pierre Wong, Tom Carrothers, Stephanie O’Keefe, Pat Moore

Regrets: Councillor Duddeck, Michelle Nichols

Guest: Dr. Linda Lee – Plum Tree Memory Care, Karen Slonim – Sheridan Centre for Elder Research

Minutes: Kelly Meeussen

1. **Call to Order:** by Darlene Cox – 1:30 p.m.

2. **Guest Speaker:** Dr. Linda Lee

Dr. Lee presented an overview of her company and the services provided to support individuals living with dementia.

- Plum Tree is a private clinic with usual OHIP coverage that offers complete and compassionate care to individuals and families living with memory concerns.
- The clinical team includes Dr. Lee, Care of the Elderly family physician, Dementia Doula, Clinical Pharmacist, Social Worker, Occupational Therapist, Registered Practical Nurse.
- Plum Tree was created to compliment the foundational work of the MINT Memory Clinic.
- Ability to assess, plan out next steps and discuss wellness strategies, while providing a holistic approach to health care. The team collaborates to provide the best possible treatment and care, considering all aspects of physical, emotional and social wellbeing of their clients.
- The services include Memory assessments, CBT-insomnia, neuropsychology assessment, dementia doula, better together coaching, home safety assessment, optimizing your medication, counselling, and care partner education.
- **Two locations: Kitchener – 16 Andrew Street and Oakville – OakMed Family Health Team, 231 Oak Park Blvd., 226-355-7586.**

Karen Slonim provided an overview of her research – In Conversation with Older Adults:

- Karen is a health educator and currently works with Sheridan Centre for Elder Research.
- Research focused on community-based participatory research and created a project roadmap that included: **Listen:** take the time to engage in meaningful conversations to hear what matters to older adults, **Communicate:** report back and make sure there is a consensus on next steps, **Co-design:** based on the priorities agreed upon, invite older adults to carry out the research, **Implement:** after materials are developed, test and disseminate them together.

	<ul style="list-style-type: none"> ○ Areas of engagement included: recreation centre (Burlington), low income housing (Hamilton), retirement home (Cambridge). ○ Projects developed included: co-design of a volunteer tool kit, promote conversation around death and dying. ○ Limitations identified: difficult to answer the question of what we want, not including the voices of socially isolated older adults, not capturing community diversified, how do we have meaningful conversations about aging, without implying that ageing has meaning. ○ Contact information: karen.slonim@sheridancollege.ca or call 905-845-9430 x. 4282
3.	Attendance / Regrets – Regrets as noted.
4.	Acceptance of previous Minutes / Agenda Error noted in the July meeting agenda: 7C – should read January 2025. Margaret Kirwin, seconded by Micheline Wheeler. Carried.
5.	Update from Jen McPetrie <ul style="list-style-type: none"> ○ Flooding has been a hot topic with the recent heavy rainfall. ○ Harbours, parks and some town facilities were affected. ○ Summer events taking place in Oakville include, movies in the park, free swims every Wednesday.
6.	Standing Agenda Items Councillor Cathy Duddeck update: Many of us have been impacted, me included, with flooding in our basement areas. There is excellent information on the Region of Halton’s website to assist homeowners. I am providing a copy of the landing page on the Halton Regional website to provide committee members the information if they do not have computer access. For those who have computer access go to www.halton.ca and type in wastewater (sewage) backups in homes. Halton - Taking Action - Wastewater (Sewage) Backups in Homes <ul style="list-style-type: none"> • Report flooding to Halton Region • What to do if wastewater backs up in your home • Step 1: Contact Halton Region • Step 2: Contact your insurance provider • Step 3: Take safety precautions • Step 4: Clean and/or dispose of items that have been in contact with wastewater from the backup • Step 5: Ex-gratia Grant for Public Sewer Backups • Frequently asked questions Report flooding to Halton Region Updated: July 22, 2024, at 12:30 p.m.

Important reminder: Before you clean up your home, make sure to call 311 or email accesshalton@halton.ca to report the flooding regardless of the source, report the damage to your insurance provider and take photos. Halton Public Works staff are working as quickly as possible to follow-up with all property owners impacted by flooding in the home. All inquiries will be processed. Find steps to take to recover and prevent flooding in your home below.

What to do if wastewater backs up in your home? The Region owns from the sewer main on the street to your property line. You own from the property line into your home.

Regardless of the source of the blockage, use the following procedure to get help.

Step 1: Contact Halton Region

Contact Halton Region immediately by calling 311 (24 hours a day, 7 days a week)

- Public Works staff will review the property history and contact the homeowner directly to discuss the situation.
- if necessary, staff will arrange for an external contractor typically provided by Enbridge Gas to investigate.
- the contractor will conduct a Sewer Safety Inspection (SSI) to ensure the natural gas line does not cross through the sewer line. The SSI also helps determine the location of the sewer blockage.

Halton Public Works staff will follow up with the homeowner to:

- assess the issue.
- clear any identified blockages located on the Region's (municipal) side of the wastewater sewer system.
- if the blockage is on the private (residential) side of the property, you will be directed to contact a private plumber.

Step 2: Contact your insurance provider

Contact your insurance provider as soon as possible. Report property damage caused by the flooding.

- discuss your coverage with your home insurance provider (e.g., emergency clean up services, repairs and replacement coverage).
- keep receipts for all expenses that you incur for your insurers' use.
- discuss what steps you need to take to make a claim.
- take photos of damage caused by flood for your insurance claim.

Depending on the terms of your insurance policy, your insurer(s) may:

- assign an adjuster to visit your home to take pictures and handle your claim
- recommend a vendor who will conduct the emergency services and repairs

Step 3: Take safety precautions

Take precautions to prevent illness and injury. Sewage from a wastewater back up can pose a health and safety risk.

- keep children and pets out of the affected area until cleanup has been completed.
- if water has risen above electrical outlets or water is near electrical panels, consider shutting off your hydro. Contact your local hydro company and/or an electrician, if necessary. **Note:** This would affect the operation of a sump pump or sewage ejector.
- if you detect gas, leave the house immediately and contact your gas provider. Water can extinguish a pilot light on a gas appliance, but gas may continue to run.
- do not use toilets or sinks until the source of the backup is known. This will help prevent more wastewater from entering your home.

Step 4: Clean and/or dispose of items that have been in contact with wastewater from the backup

If you are going to perform your own cleaning, sanitizing and handling of affected items:

- wear protective clothing such as rubber gloves, protective eyewear, rubber boots and a disposable particulate mask (for example, 3M 8210 or equivalent N95 mask).
- clean walls, floors and non-porous items (e.g., materials made of plastic) using a solution of household bleach.
- if you notice mold growth anywhere in your home after the flood, it is important to remove the source of moisture and clean the affected area:
 - Wipe or scrub surfaces using a damp cloth and a solution of water and unscented detergent.
 - Sponge with a clean damp cloth.
 - Dry quickly and thoroughly.
 - Once dry, vacuum the cleaned surfaces as well as surrounding surfaces with a HEPA (high-efficiency particulate air) vacuum cleaner.
- do not consume potentially contaminated food. Throw out these food items that may have been in direct contact with wastewater:
 - Food in boxes, bags, paper and plastic wrap
 - Food and drinks in bottles, plastic containers and jars, including home preserves (the area beneath the lid cannot be properly cleaned and disinfected)
 - Fresh foods such as meats, fruits, vegetables, and eggs
 - For more food safety and disposal information, [call 311](#).
- dispose of or wash (in a separate load) all clothes worn during the cleanup in hot water and detergent.

- remove and discard drywall, insulation, flooring or other porous items (e.g., furniture, rugs, mattresses) that have been in direct contact with wastewater.
- some belongings, especially those that are contaminated with sewage, or those that cannot be quickly dried and effectively cleaned, may not be salvageable.
- remove standing water and ventilate the area. Use a de-humidifier, fan or open windows to let fresh air in.

Step 5: Ex-gratia Grant for Public Sewer Backups

You may qualify for financial assistance from Halton Region if Public Works staff have investigated the sewer backup and determined that:

- a blockage occurred on the municipal side of the wastewater system; or
- the wastewater backup was the result of a sewer surcharge.

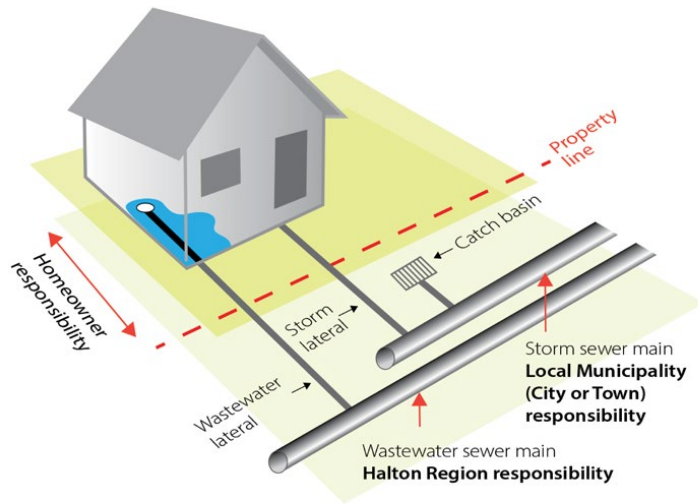
The image in this section illustrates the border between the private side and municipal side of the sewer lateral.

Halton Region's Ex-gratia Grant (\$1,000) for Public Sewer Backup can help residents to either offset the cost of an insurance deductible or help with flooding-related costs that are not otherwise covered under their home insurance policy.

Residents who sustain property damage from blockages that occur on the private side of the wastewater system and/or blockages that are the result of objects in the drain that originate from the building or private side of the wastewater sewer system are not eligible for the grant.

Remember:

To be eligible for the Ex-gratia Grant for Public Sewer Backup, you must immediately report the sewage backup to Halton Region. Public Works staff will contact you regarding next steps.



Halton Region is responsible for the section of wastewater service line that runs from the wastewater main at the street, up to and including the curb stop.

The property owner/homeowner is responsible for the section of wastewater service line that runs from the curb stop into the home. Homeowners are also responsible for all indoor plumbing.

Frequently asked questions

Who do I call to report flooding?

Contact Halton Region – [call 311](tel:311) or email accesshalton@halton.ca as soon as possible. All calls will be processed. Public Works staff will book an appointment to visit your property, assess the situation and provide the next steps.

Contact your insurance provider and take photos.

Important: Take these steps before you start your cleanup.

What help is available and how do I dispose of items damaged by flood water?

Halton Region is providing enhanced garbage and bulk waste collection for property owners who have reported flooding to the Region. If this is you, we will provide information about the services to you directly by phone, email or we will drop a letter at your home. To report flooding to Halton Region, [call 311](tel:311) or email accesshalton@halton.ca.

Is the tap water safe to drink?

All the Region's water and wastewater treatment plants are continuing to operate normally with no risk to drinking water quality. Halton's drinking water is safe to drink.

If your home relies on private well water supplies and septic systems and you suspect that your well water supply may be contaminated by flood waters, use an alternate source of drinking water until you can obtain test results indicating that your well water is safe for drinking.

Does Halton Region offer any grants to assist with recovery/clean up?

If you have flooding, contact Halton Region – [call 311](tel:311) or email accesshalton@halton.ca as soon as possible. Public Works staff will assess the source of the flooding.

An Ex-gratia Grant (\$1,000) is available to property owners to assist with flood-related costs where Halton Region Public Works staff have investigated and determined that:

- a blockage occurred on the municipal side of the wastewater system; or
- the wastewater backup was the result of a sewer surcharge.

[Learn about our Ex-Gratia Grant and how to qualify.](#)

How do I safely clean up after a flood?

- wear appropriate personal protective equipment including a disposable particulate mask (for example, 3M 8210 or equivalent N95 mask), unvented safety goggles rubber boots and household rubber gloves and ventilate the area.
- remove standing water, mud and other debris with pumps or pails, a wet/dry vacuum and rags and/or towels.
- [Get more instructions on clean up](#) or read our [Guide to Flooding Prevention & Recovery\(PDF file\)](#).

Are there any impacts to air quality due to flooding?

- indoor air quality can be affected from dust created during clean-up activities, cleaners and disinfectants, and mold. [Learn how to properly handle and clean up from mold](#) or read our [Guide to Flooding Prevention & Recovery\(PDF file\)](#).
- remember to
 - keep infants, pregnant women, the elderly or those with existing health problems such as respiratory disease or a weakened immune system away.

- keep rooms well ventilated. Use a de-humidifier, fan or open windows to let fresh air in. If possible, close off the flooded areas from other parts of the house.
- wear protective clothing such as a disposable particulate mask (for example, 3M 8210 or equivalent N95 mask), unvented safety goggles, rubber boots and household rubber gloves.

What do I do with food stored in an area affected by the flood?

- food and drinks in bottles, plastic containers, plastic wrap and jars, including home preserves as well as fresh foods such as meats, fruits, vegetables, and eggs should be placed in the garbage. Find your collection day here: [Halton - Online Waste Collection Schedule](#).
- commercially canned food without dents, leaks and bulges are considered safe if properly cleaned and disinfected. Use a disinfectant that is non-toxic and safe for food contact surfaces.
- discard any eating utensils, cutting boards and other food contact surfaces that cannot be properly cleaned and disinfected.
- follow the Food Safety tips on the [During an Emergency web page](#) to find out how to manage food safety if you experienced a power outage.

Halton Region offers a [Basement Flooding Prevention Subsidy program](#) to help make it easier and more affordable to make home improvements that can help prevent basement flooding.

[Learn more about our subsidies and support for downspout disconnection, weeping tile disconnection and sump pump installation, backwater valve installation and sewer later \(pipe\) lining and repair.](#)

The Midtown planning process continues, and we are awaiting an additional report from the consultants to provide us options other than those previously presented (concerns about any type of approval of 65 storeys in the midtown area).

The Halton Regional Police and the Town of Oakville Bylaw staff are once again working together on the POP program (Police on Patrol in parks) in our waterfront parks. There have been some concerns regarding people's actions as they relate to security – setting off fireworks, making fires, loitering, etc.

There is some discussion regarding the possible relocation of TOWARF (Town of Oakville Water and Air Rescue Forces) from the Oakville harbour to the Bronte harbour. The old TOWARF building may be used for other purposes (one option was a waterfront restaurant but parking is a concern).

Meals on Wheels – Michelle Nichols

- No report this month

Senior Connector Update – Pat Moore

- No report this month

enVISION Oakville Update – Ruth Sheridan.

July 2 - Oakville Meeting #193 (In person)

- We had 11 participants for this meeting on the day after the Canada Day long weekend. It was surely an emotional meeting since we had a birthday to celebrate. It was also emotional because the effects of ageing and vision loss and sometimes the combination of the two, can be depressing and cruel. Our group can be a good source of comfort in such difficult times. Our birthday girl was 95! Amazing! We all sang Happy Birthday with a standing ovation, speeches and a poem. She then opened her heart sharing that ageing, and vision lost together are not easy. Later, two others expressed the same sentiments, especially someone who now relies entirely on her family. She is one of the strongest people and the most positive thinker I have ever met.

June 16 Meeting #194 (Virtual)

- We had 8 participants and had an extremely informative meeting. After members were welcomed & housekeeping items reviewed, we had group check in. We supported each other through discussions involving helpful tips and tricks to deal with challenges and supported positive accomplishments.
Announcements included:
#1 The issue with the CNIB Mobile Hub arriving in Oakville July 24. The location will not accommodate our needs.
#2 Fighting Blindness Canada will come to Toronto September 28.
#3 Oakville Public Library offers wonderful programs and services that members can take advantage of which include travel excursions, free drop-in programs, etc.
- There were a lot of laughs including my riddle solved by a member, followed by giggles & groans. A member gave an account of her adventures at the CNIB camp at Lake Joe, and everyone was impressed with the many activities offered. The tips and tricks were especially informative, and it would be helpful to start keeping a record of them.

Halton Age-Friendly – Julie Pennal

- Unfortunately, we were not successful in receiving the grant funds to support the planning and development of the Empowerment Seminar.

	<ul style="list-style-type: none"> ○ Julie and Nazia will be meeting in the coming weeks to discuss a plan for a symposium series on a smaller scale in 2025. <p>WOW/Links2Wellbeing – Kelly Meeussen</p> <ul style="list-style-type: none"> ○ WOW: The Zoom program will be used to facilitate Seniors Centres Without Walls. ○ The WOW team will be meeting to discuss plans for the fall and ways to promote the program to encourage greater participation. ○ Links2Wellbeing: No report this month.
7.	<p>New Business Arising/Information Sharing</p> <ul style="list-style-type: none"> ○ Medical Assistance in Dying (MAID) will be held Wednesday, September 18 at 1:30 p.m. at QEPCCC Rehearsal Hall. Tickets are free and available from August 21 to September 17.
8.	<p>Information Sharing -</p>
9.	<p>NOTE: There is no meeting in August. Next meeting is on Zoom, Wednesday, September 25 at 1:30 p.m. Presentation topic: Transportation Master Plan.</p>
10.	<p>Meeting adjourned at 3:00 p.m.</p>