

Tammy Cloud-McMinn

From: Mary Real <anewday4me2020@gmail.com>
Sent: Tuesday, August 20, 2024 12:28 PM
To: City Clerk; Council Internet Email; Scott Chadwick; Geoff Patnoe; Kyle Lancaster; Sheilacobian; Mary Real
Subject: Item 3 Comments Carlsbad City Council 8-20-2024 Meeting

Should Mary Lucid be banned from attending the C-bad Senior Center for NINE months for Walking Aggressively by a "nervous?" or "vindictive?" or "ignorant" Staffer at Park & Rec., Andi Koller, who made that assertion against Me?

What are the duties of a great City Council member? If the current or future City Council members do not listen or see for themselves by visiting and speaking with seniors, who are still "allowed" to use the facility that receives federal money, to experience the service first hand then they are not fully serving the seniors, IMHO, so they are not fully engaged. Many City of Carlsbad employees are so very smart and work hard to make the City better and I thank those of you who are not just "collecting a paycheck". For those of you at Park & Rec., I know that some of you need a skill or an attitude adjustment ---- who believes that a senior who speaks highly of a book about aging, "The Gift of Years" by Joan Chittister, is just being 'sarcastic' to the Staff? I would have to "charitably" say a Staffer who is insecure and not well trained to deal with seniors! Isn't that the job of Park and Rec-ers to see to it that fun activities and proper treatment of older Seniors deserves more than Being Banned for Nine Months by staff who are having a bad day and mistreating seniors because their boss Allows the mistreatment of seniors based on inexperience or lack of training. What is Park & Rec doing to improve the experience at the Senior Center. Perhaps that is why only one customer service person is needed at the window now --- there used to be 2 staffers and one volunteer during peak hours. Park & Rec-ers have downsized or discouraged or banned people from enjoying their Senior Center and the City Manager and the City Council are not overseeing them???

Maybe it is time for more pro-Senior City Council Members?

Respectfully Submitted,

Mary Lucid
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Tammy Cloud-McMinn

From: Mary Real <anewday4me2020@gmail.com>
Sent: Tuesday, August 20, 2024 12:33 PM
To: City Clerk; Council Internet Email; Scott Chadwick; Geoff Patnoe; sheila.cobian@gmail.com; Mary Real
Subject: Ethics vs Banning Seniors from the C-bad Senior Center????

I urge the City Council and Mayor Blackburn to grant more power to the Park & Rec-ers to give feedback regarding improvements that will elevate the Carlsbad Senior Center to the Age Friendly status that was granted the City of Carlsbad by the AARP designation as an age friendly senior center? Of course, that was back in the days of Jack Risley ---- who actually cared about seniors and doing the right thing for them in their last years! With the departure of Maggie Hammer and Mike Pacheco, maybe the Senior Center can again regain the honor of being a Senior Friendly Senior Center ---- a center that does not have to Ban a senior for Nine MONTHS for walking aggressively while 'seated' at a cafeteria table listening to music while an employee was loudly talking and smiling and laughing with an age appropriate young man with no tools or belts to fix the broken dryer! Who is overseeing the training and motivating the staff to serve the senior community so that they can earn the respect and trust of the seniors?

Isn't it time for the Council to ask/tell the City Manager Scott Chadwick to upgrade the Staff so that Seniors are not abused and banned by poorly trained or 'disgruntled' Staffers?

Andi Koller??? Perhaps ?????

Respectfully Submitted,

Mary Lucid
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Tammy Cloud-McMinn

From: Mary Real <anewday4me2020@gmail.com>
Sent: Tuesday, August 20, 2024 1:00 PM
To: City Clerk; Council Internet Email; Scott Chadwick; Geoff Patnoe; Mary Real
Subject: Item 3 Comments, Carlsbad City Council 8-20-2024 Meeting

Park & Rec-ers Not Up 2 Standards? Will the City Council direct the City Manager to investigate and make suggestions to Mr. Kyle Lancaster the head of Park & Rec-ers to improve service to Seniors at the Senior Center? Mr. Mick Calarco has not improved the Staff response senior citizen's so maybe he could up his commitment to serve Seniors to make their last days happy and friendly???? Carlsbad used to have a good rep for Serving Seniors until a series of "bureaucrats" made some poor decisions. Now they do not even serve a green salad every day at lunch??

GOAL THREE: INCLUSION & EQUITY, NOT ISOLATION

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"We will have lifelong opportunities for work, volunteering, engagement, and leadership and will be protected from isolation, discrimination, abuse, neglect, and exploitation."

Target: Keep Increasing Life Satisfaction as We Age

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