



On the May 28th, 2020 webinar *Resuming "New Normal" Operations: A Peer-to-Peer Exchange for Urban Programs* attendees responded a question about safety compliance. We had great responses from your peers, so we put those ideas in one place for you.

Ideas to engage client in being compliant to established safety protocols:

- Engage the 'senior leaders' at your site to be a leader and encourage their peers
- Training staff in advance. posting signs. sending information prior to opening via mailing. during weekly calls to participants, mention new opening and explain safety procedures (have a script)
- First have Education presentation, let staff be the example.
- Ask the seniors to practice compliance at home before returning to the center so that the requirements are not new
- In Georgia, we have clients sign "Client Rights and Responsibility" forms. We are advising AAAs that they can edit these forms to include COVID-related compliance points.
- Launch a "Remember Your Mask" campaign
- Have the masks become a fashion / personality statement - make it a fun activity
- Prepare the clients by sending information prior to returning to the center.
- This will take several conversations with the Senior and or family members.