



**The National
Resource Center on
Nutrition & Aging**

**RESUMING 'NEW NORMAL
OPERATIONS'
PEER TO PEER EXCHANGE –
RURAL PROGRAMS**

MAY 26, 2020



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INTRODUCTIONS



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OPENING REMARKS



SENIOR NUTRITION PROGRAM: A NEW “NORMAL” AS OF MAY 26, 2020

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EXECUTIVE DIRECTOR

RURAL, CALIFORNIA (99,755 POPULATION +)



Gold Country
SENIOR SERVICES

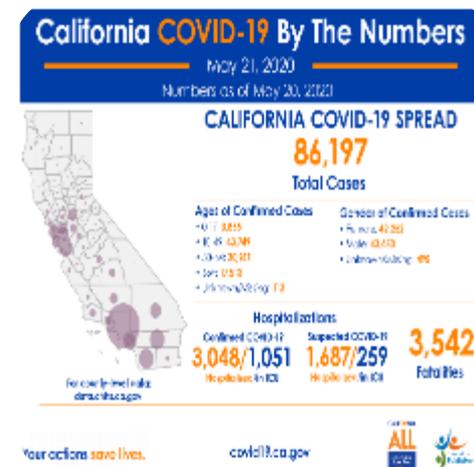
- For over 40 years, nonprofit has been providing programs and services for older adults living in Nevada County, CA
- Nutrition Programs (Lunch Café, Meals on Wheels)
 - 45,000 meals annually
- Firewood Program
 - 300 cords of firewood delivered
- Classes and Activities

1,000 seniors received services annually



NEW NORMAL PIVOTS

- Transition from Monday-Friday to 1x day/week meal delivery
- All activities and classes canceled
- Firewood Program on hold
- Collaborations and New Program developed
 - The Lift Transportation Provider
 - High School volunteers
 - Senior Grocery Bag Program



RESUMING NEW NORMAL OPERATIONS: STATUS

- **Priority 1:**

Access to food for homebound seniors

- Meals on Wheels
- Senior Grocery Bag Program

- **Priority 2:**

Firewood Program

- Collaboration with Tree Companies
- Community volunteers

- **Priority 3:**

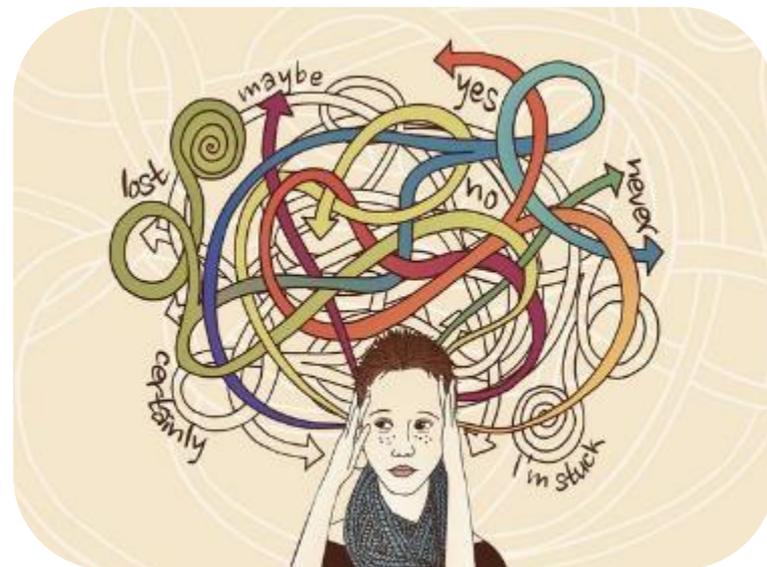
Grant Opening for our New Senior Center

- How would this look?
 - Outdoor seating
 - Café grab and go meals
 - ???



RESUMING NEW NORMAL OPERATIONS: CONCERNS

- ✓ Increase demand for meal services
- ✓ Funding to meet demand
- ✓ Dining changes
- ✓ Increase isolation among seniors
- ✓ Workforce impact
- ✓ The list can go on and on...



RESUMING NEW NORMAL OPERATIONS: OPPORTUNITIES

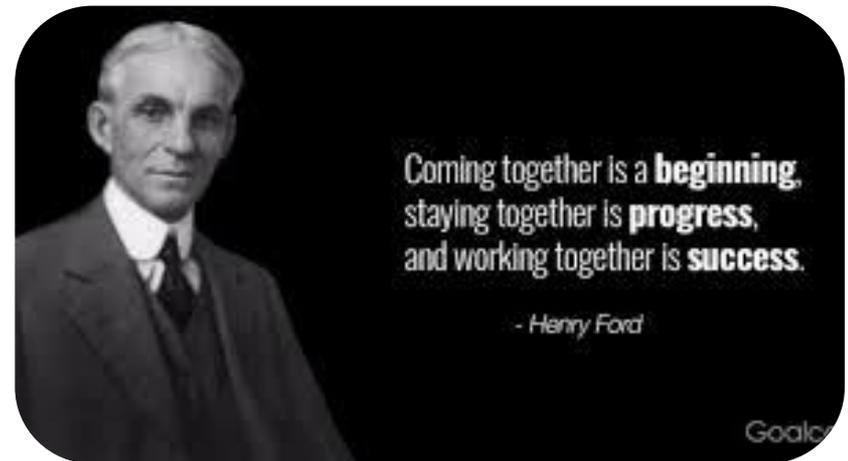
- Increase awareness of older adults' needs
- Increase awareness of aging service providers and the impact they have on community residents
- Differences among communities (Urban, Rural, etc.)
- Collaborations among agencies
- Community support

OPPORTUNITY TO MAKE CHANGES!



COVID-19 PIVOTS TO KEEP

- Changes in operations are welcomed!
- Telecommute flexibility for employees
- Wellness opportunities for employees
- Volunteer and community opportunities
- Collaborations
- Peer support



LESSONS LEARNED FOR PEERS

- Embrace change!
- Connection is key!
- Disconnection is necessary!
- Developing a balance is fundamental!



THANK YOU

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RURAL RESPONSE & RECOVERY

MARY BEALS-LUEDTKA, AAA DIRECTOR

May 26, 2020

OVERVIEW OF ORGANIZATION

- Northern Arizona Council of Governments (NACOG)
Area Agency on Aging
- 90% Rural and 10% Urban Cluster
- Covers 48,000 Square miles
- 38 Staff
- 50 contracts (including 17 Senior Centers) and MOU's
- Paperless Systems
- VOIP Phones



NEW NORMAL PIVOTS

- All Staff working from home
- All meetings on Zoom or Microsoft Teams
- No travel or in person client meetings or assessments
- Meals increased to 7 days a week – 2 meals a day
- Congregate meals switched to Grab & Go or at home delivery
- Reassurance calls for at home clients
- Health & wellness online
- Family Caregiver Support groups online
- Medicare counseling on the phone
- Ombudsman on the phone or virtual visits



RESUMING NEW NORMAL OPERATIONS: STATUS

Objective 1:

- A solid plan for safety of staff and safety of clients. Completing the preparation of the plan for return and the preparation of the 4 offices including professional deep cleaning, ordering and receiving all necessary supplies and PPE's.

Objective 2:

- Starting Process of return to work in 3 phases. Working with providers to assist with their opening of congregate sites. Doing a complete review of processes that were adopted during the shut down to keep for the next wave and to analyze what we want to keep for the new normal.

Objective 3:

- Returning to the new normal utilizing some of the new procedures learned. Be prepared for the next wave.



RESUMING NEW NORMAL OPERATIONS: CONCERNS

- First concern is the safety of our staff and our clients
- Liability
- Fear Factor for staff and for our clients
- Saving enough resources for the next wave
- Staff Stress and Mental Health
- Continued concern for social isolation issues
- Concern for Senior centers opening too soon and without a plan



RESUMING NEW NORMAL OPERATIONS: OPPORTUNITIES

- New Partnerships
- Maintaining the increased cooperation with the State Unit on Aging
- Maintaining virtual meetings with Providers
- Maintaining team meetings with Microsoft Teams
- Continuing social isolation projects
- Utilizing the new technology utilized during the Pandemic
- Expanding our volunteer base



COVID-19 PIVOTS TO KEEP

- ✓ More remote meetings
- ✓ More telecommuting
- ✓ Additional virtual programming
- ✓ Virtual support groups for Family Caregivers eliminating the need for travel and respite
- ✓ Continue utilizing volunteers for Reassurance Calls



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LESSONS LEARNED FOR PEERS

- Be flexible
- Try to get input from online staff, in particular the Care Coordinators
- Listen to the needs of your older adults
- Remember what your greatest asset is: your staff
- Stay abreast of State and Regional updates as well as National on the pandemic
- Analyze what you spent, what systems you put in place, what worked and what didn't - for the next wave.
- *Breathe and take of yourself*



Photo by [sydney Rae](#) on [Unsplash](#)



THANK YOU

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Q & A



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CROWD SOURCED SOLUTIONING

KEY CHALLENGES - DISCUSSION SESSION

- **ENGAGEMENT**

- Virtual programming – equipment, Wi-Fi
- Congregate/Senior center participation – long-term

- **SAFETY**

- PPE – access to supplies
- Protocols for staff and clients

- **EMOTIONAL HEALTH**

- Isolation
- Motivation



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LOOKING AHEAD

SPREAD THE WORD

Title: Resuming New Normal Operations: Peer to Peer Exchange – Urban Programs

Date: May 28th, 2020

Focus: Urban Programs

Time: 3:30pm – 4:30pm ET

Register: www.nutritionandaging.org/training



COMING SOON – STAY TUNED

Technical Assistance and Training Needs Assessment Survey

- The NRCNA will be fielding a survey early next month to examine the educational needs of senior nutrition program staff across the country.
- The survey findings will be used to establish recommendations that will inform a strategy for ongoing training development by the NRCNA for the benefit of senior nutrition program professionals in the Aging Network.
- Stay tuned!



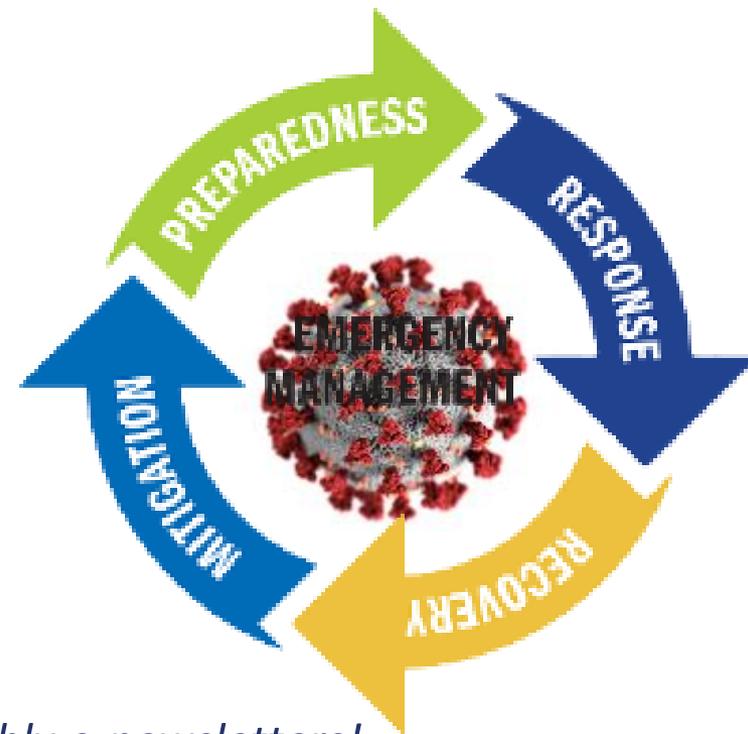
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SOON TO BE RELEASED

Senior Nutrition COVID-19 Resource Compendium

- *Summarizes available guidance and tip sheets to support emergency preparedness related to this public health emergency:*
 - *Meeting client needs*
 - *Client education*
 - *Addressing social isolation*
 - *Program operations & Meal options*
 - *Managing staff & volunteers*
 - *Food delivery/food service*
 - *Community coordination*
 - *Work environment/food safety*



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THANK YOU