RESUMING ‘NEW NORMAL OPERATIONS’
PEER TO PEER EXCHANGE – RURAL PROGRAMS

MAY 26, 2020
INTRODUCTIONS
PIVOTING TO ADDRESS THE NEED
SENIOR NUTRITION PROGRAM: A NEW “NORMAL”
AS OF MAY 26, 2020

JANETH MARROLETTI, MPH, CHES
EXECUTIVE DIRECTOR
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

Janeth Marroletti

*Executive Director*

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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
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
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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MAIN CONCERNS

congregate  clients  returning  meal  staff  socialization  social  services  seniors  volunteering  isolation  keeping  safe  clients  reducing  service  meals  programs  seniors  delivering  maintaining  seniors  staffing  keeping  safe  staff  volunteer  nutrition  programs  socialization  social  services  seniors  volunteering  isolation  keeping  safe  clients  reducing  service  meals  programs  seniors  delivering  maintaining  seniors  staffing  keeping  safe
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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LEARNING NEEDS GOING FORWARD
Title: Resuming New Normal Operations: Peer to Peer Exchange – Urban Programs

Date: May 28\textsuperscript{th}, 2020

Focus: Urban Programs

Time: 3:30pm – 4:30pm ET

Register: \url{www.nutritionandaging.org/training}
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

Stay in the know - be sure to subscribe to our monthly e-newsletters!
THANK YOU

The National Resource Center on Nutrition & Aging