



On the May 28<sup>th</sup>, 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.