



**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**

# meals



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**SENIOR NUTRITION PROGRAM: A NEW  
“NORMAL” AS OF MAY 26, 2020**  
Janeth Marrolette, MPH, CHES  
Executive Director

# RURAL, CALIFORNIA (99,755 POPULATION +)



- 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

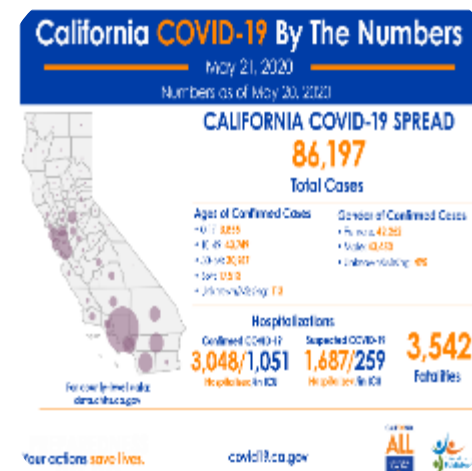
***1,000 seniors received services annually***





# 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

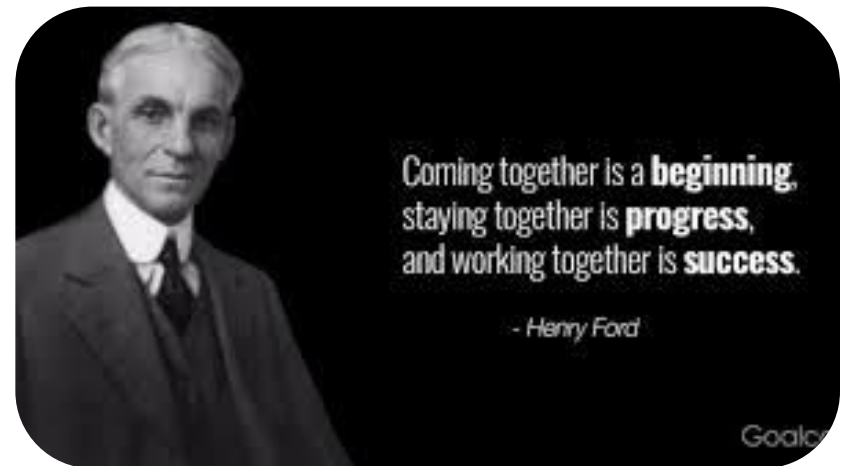
- Increase awareness of older adults' needs
- Increase awareness of aging service providers and the impact they have on community residents
- Differences among communities (Urban, Rural, etc.)
- Collaborations among agencies
- Community support

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*



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# THANK YOU

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**Q & A**





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# CROWD SOURCED SOLUTIONING



## MAIN CONCERNS



# 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**

## LEARNING NEEDS GOING FORWARD



# SPREAD THE WORD

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

**Date:** May 28<sup>th</sup>, 2020

**Focus:** Urban Programs

**Time:** 3:30pm – 4:30pm ET

**Register:** [www.nutritionandaging.org/training](http://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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