

Resuming In-Person Service Delivery Guidelines

Michelle Davis

Chief, Older Americans Program
CA Department of Aging



- In March 2020, older adults and public were asked to stay home to save lives from COVID-19
- Many Aging services in the community, such as meals, as well as aging program worksites, went to remote services
- Aging services have continued to serve Older Californians through home deliveries, virtual connections, telephone calls, and more
- As vaccination rates are increasing and cases decreasing, many sectors are in process of re-opening for in-person services

The guidance provided is subject to change based on updated Federal and/or State public health guidance. Current Guidance – Blueprint for a Safer Economy

- Current Guidance – Blueprint for a Safer Economy (Tiered structure)
- Guidance Post-June 15, 2021 - Moving Beyond the Blueprint for a Safer Economy
 - The State will move beyond the Blueprint to fully reopen the economy on June 15th provided criteria is met

- Both Administration for Community Living and CDA have allowed program flexibilities
- Reversing of program flexibilities will be tied to the ending of the Major Disaster Declaration
- CDA will inform the Area Agencies on Aging once the Major Disaster Declaration ends and the six-month transition period to reverse the flexibilities begins

A local look at re-opening



www.aging.ca.gov

Communications@aging.ca.gov



@CaliforniaAging



@CalAging



COUNTY *of* VENTURA

Area Agency on Aging

**GUIDANCE FOR RESUMING
IN-PERSON NUTRITION
SERVICES**



Re-Opening Guidance

In-person service delivery of the Older Americans Act (OAA) Title IIIC Nutrition Programs during the COVID-19 pandemic will resume after the County of Ventura has reached and remained in Tier 4 (the yellow tier) status for several weeks or after June 15th.

Per CDA guidance, it will be at the AAAs discretion to resume in-person nutrition services. However, final discretion will ultimately be made at the local level.



Things to Consider

- ▶ Prolonged Isolation – Seniors may still be wary of coming out to sites or engaging in senior activities
- ▶ Renewed Social Connections – Some seniors will be eager to get out and you may have to monitor that social distance protocols are being observed
- ▶ Mask vs Un-Masked Decision– There will be heated opinions on both sides – follow your local guidelines
- ▶ Vaccinated vs Not Vaccinated – There will be heated opinions AND necessary discussions for how to serve seniors – follow local guidelines AND be wary of not providing equitable services
- ▶ Be informative NOT confusing – articulate and memorialize the expectations for re-opening
- ▶ Be flexible and encourage the staff AND the seniors to be flexible too – We've Never Been Through a Pandemic Before....Reopening is new to all of us and will be an ever-changing landscape as we proceed towards “normalcy”



Preparations for In-Person Service Delivery

VCAAA staff is working with each Senior Nutrition Program (SNP) provider to ensure practical in-person service delivery guidelines are in place. Additionally, VCAAA used CARES act funding to provide PPE equipment to the meal sites.

Suggested protocols for Congregate meal service:

- ▶ Staff/volunteer training regarding COVID-19 risk reduction measures
- ▶ Following cleaning and disinfecting protocols per COVID-19 Industry Guidance ([Link](#))
- ▶ Implement a phased re-opening approach based on capacity limits (Ex: Phase 1- 50% capacity; Phase 2- 75% capacity; Phase 3- 100% capacity)
- ▶ Implementing a reservation system to manage seating capacity
- ▶ Protocols for ensuring hand sanitizer and masks are available for staff and clientele



Preparations for In-Person Service Delivery Continued

- ▶ Protocols for physical distancing of at least six feet, including seating arrangements
- ▶ Consider additional dining times if unable to seat all participants at one time following physical distancing protocol
- ▶ Consider outdoor dining, if feasible
- ▶ Continue offering meal pick-up or home-delivered meal services to clientele who are reluctant or fearful to return to the congregate setting



Home Delivered Meal (HDM) Program Requirements

HDM program participants are typically required to have in-person assessments, however, temporary accommodations may be permitted.

HDM program assessment alternatives:

- ▶ Virtual assessments for new HDM clients who are reluctant to allow others into their home to conduct assessments
- ▶ Virtual quarterly HDM eligibility reassessments for clients who may be reluctant to allow others into their home

Note: Program flexibilities should continue no more than six months after the Major Disaster Declaration (MDD) ends. CDA will inform the AAAs once the MDD ends and the six-month transition period to reverse the flexibilities begins.



Additional SNP Requirements

Donations:

CDA requires that participants be offered the opportunity to donate toward the cost of the meal, however, due to present restrictions, not all participants have been afforded that opportunity.

Suggested protocols:

- ▶ Place a locked box at grab-and-go locations and curbside events
- ▶ Supply self-addressed envelopes to encourage contributions by check in person or through the mail
- ▶ Distribute envelopes so participants may give their contributions to home-delivered meal drivers or grab-and-go staff
- ▶ Add online donation options to organization websites



SNP Site Locations & Service Delivery Cont.

- ▶ VCAAA has Senior Centers that are run by the County, special districts, by the cities and by non-profits
- ▶ Two of our Grantees plan to re-open on June 15th and have drafted a Facility Re-Opening plan
- ▶ Another one of our Grantees recently celebrated a large in-person event- abiding by current COVID-19 restrictions in place
- ▶ Most SNP sites that offer congregate meal services are still in the process of developing their re-opening plans



Don't Forget Other Senior Activities

- ▶ Fall Prevention Programs
- ▶ Other Exercise Programs
- ▶ Nutrition Counseling – Both Individual and Group
- ▶ Senior Activities – Educational Classes; Group Day Trips; Book Clubs, Lectures and Continuing Education

*HAVE A REOPENING PLAN FOR
THESE ACTIVITIES TOO*



Resources for Re-Opening

- ▶ [Blueprint for a Safer Economy](#)
- ▶ [Guidance for Dine-In Restaurants](#)
- ▶ [COVID-19 Information and Resources](#)
- ▶ [Guidance for Area Agencies on Aging for Coronavirus Disease 2019 \(COVID-19\)](#)
- ▶ [Updated Guidance for Resuming In-Person Service Delivery of OAA, HICAP and ADRC](#)
- ▶ <https://aging.ca.gov/>

THANK YOU
FOR YOUR
TIME!

QUESTIONS?





Need to Reach Me?

Monique Nowlin, MPPA

Deputy Director, VCAAA

monique.nowlin@ventura.org

805-477-7309