



COVID-19 Hot Topics in Independent Living: How to Modify Service Delivery?

Life Plan Communities are figuring out how to continue with the delivery of essential services to all residents, while promoting social distancing and infection control as recommended by the CDC.

LeadingAge offers the following “Hot Topic” for Modification of Services Delivery during COVID-19, drawing on guidelines from the Centers for Disease Control (CDC) and Centers for Medicare and Medicaid Services (CMS), as well as best practices in the field.

Ideas and Considerations to Promote Social Distancing, by Core Service Area:

- **What About: Communal Dining Services?** Given the guidelines regarding social distancing from CDC, WHO and the White House Coronavirus Task Force, many LPCs are considering modifying their delivery of dining services in the following ways:
 - **Can You: Offer Meal Delivery to All Residences?** Some communities are enlisting resident volunteers – using appropriate hand hygiene and PPE – to assist with meal delivery each day. This will encourage residents to stay at home and will ensure each resident receives food and beverages daily.
 - **Are You Willing to: Waive Take Out Fees?** LPCs that usually charge for in-home delivery are waiving the fees to encourage staying at home.
 - **Is it Possible to: Promote Online Grocery Delivery Services?** In some areas, LPCs are sharing information with residents about all the local, available online grocery delivery options.
 - **Would You Consider: Permit Residents to Order Staples through the Dining Program?** Some LPCs are able to offer their residents staple items – for a fee through their Dining programs. One consideration is, how you will then deliver these to residents.
 - **Or Would You Rather: Space Out Tables in Large Dining Rooms?** In some communities, the dining room remains open and tables are removed to increase spacing between tables as recommended by CDC.

- **How Should We Handle: Deliveries?** Below, we offer ideas from member LPCs who are modifying deliveries for the items that are most commonly received.
 - **Should We Have: A Central Delivery Receipt Area for IL?** In order to streamline all deliveries, and to ensure minimal exposure to your campus by delivery personnel, SOME LPCs have established a central delivery receipt area. Considerations include whether to disinfect packages, and how to establish a secure storage area.
 - **What about the USPS Mail?** LPCs are starting to sort and deliver mail, and some have discussed having carefully trained resident volunteers assist.
 - **How Do We Handle: Medications?** Some LPCs are working with local pharmacies to deliver resident medications; others centralize receipt and delivery through on-site IL Clinics.
 - **Can We Streamline: Groceries/ Packages?** In LPCs where residents order groceries delivered, they are encouraging them to order in bulk to minimize the volume of packages received.

- **What To Do About: Fitness & Wellness Programs?** Here are a few ideas that LPCs are offering to continue wellness-related activities, if and when the Centers must be closed.
 - **Can We Modify: Fitness Classes?** Many LPCs are transitioning to pre-recorded fitness classes, broadcast on an in-house channel or website.
 - **What About: Nutritional Counseling?** Some are offering this service via virtual means, such as telephone counseling, video conferencing, etc.
 - **And Also: Personal Training, Physical/ Occupational/ Speech Therapies?** Similarly to Nutritional Counseling, some LPCs continue these services via virtual means: phone calls, video conferencing, FaceTime, and other methods.

- **How Can We Modify: Transportation Services?** Some LPCs are being creative in re-purposing staff or contracted vendors to assist with important services that must be modified.
 - **How Can We Provide: Medical Appointment Transport?** To control the resident's exposure to others, many LPCs are handling this through their own transportation office. Important considerations include thoroughly sanitizing all vehicles in between each resident.
 - **What About: Personal Errands?** To encourage residents to shelter in place, LPCs are enlisting their transportation services to run personal errands for residents.
 - **How Can Transportation Support: Deliveries?** As above, LPC's transportation services are being used to deliver meals and other items on-campus.
 - **How to Modify: Campus Shuttles** LPCs that offer campus shuttles are significantly reducing and/or discontinuing this service temporarily. Exceptions may be made for couples wherein the spouses each live in a different building or area of campus. As with medical appointments, it is important to consider how to ensure that the vehicles are sanitized in between each resident's use.

As the coronavirus pandemic and response continues to evolve, new and updated resources for all aging services providers will be posted to www.leadingage.org/COVID19. Please visit frequently to get the latest news and updates.