**COVID-19 ENP Promising Practices and Innovations**

**Updated 5/20/20**

**Drive-Thru Pick-Up Service (Grab N Go)**

* Allow flexibility for meal service times so that participants are not picking up all at once.
  + Consider a two-hour distribution timeframe.
  + Clients with last names beginning with A-M pick up during the first 15 minutes and remaining clients in the last 15 minutes.
* Use social media to advertise (Barron)
* Collaborate with schools to do carryout/pickup meals at the same time as school meals
* How to obtain registration information for new participants:
* Ask participants to call the day before to reserve a meal. Ask registration questions at that time.
* Put the registration form on the Aging Unit/ADRC website, so that participants can print the form and bring it when they come to pick up their meal. (Barron)
* Allow participants to complete registration forms online.
* Nutrition program staff/volunteers keep forms on a clipboard and complete the forms verbally with participants when they pick up the meal. (Outagamie)

**Home-Delivered Meals**

* Provide delivery in shifts (one at 10:30 a.m., one in the afternoon) (Ho-Chunk)
* Allow participants to complete HDM assessment forms online.
* Deliver breakfast bags to participants (Ho-Chunk)

**Well-being and Safety Checks**

* Set up mass text messages to send to participants where participants can easily respond by texting back
* Site managers call daily to ask a few screening questions to determine if the person is exhibiting symptoms (fever, cough, SOB). If so, drivers hang meals on the door or put on a table outside the door. Drivers return to their vehicle and wait to see the person retrieve the meal. (Waushara)
* Call participants with questionnaire about current and/or upcoming needs (Washburn, Winnebago)
* “Friendly Caller Line” (Green)
  + Green County contacts all home-delivered meal participants weekly or bi-weekly (in addition to daily deliveries) to check in on how they are doing and if there is anything Green County can do to help them during this time. Because of the creative questions and conversations, Green County has determined needs that participants have that they have been able to assist with, such as grocery or medication pickup. They also contact other individuals who have had interaction with adult protective services or those who may be lonely and enjoy having someone to talk to. The county will continue this program even after COVID-19 restrictions are lifted.
* DHS created a communication card that will help to communicate with people who are deaf and hard of hearing during this COVID outbreak: <https://www.dhs.wisconsin.gov/publications/p02629.pdf>.

**Targeting Services to Those Most in Need**

* Do a phone survey to determine needs and who is at greatest risk. Examples from other agencies available.

**Partnerships**

Agencies or organizations to partner with for home-delivered meal delivery:

* Forestry department
* Highway department (Washburn)
* Sheriff’s department
* Fire/police department
* Search and rescue personnel
* High school and college students
* Teachers who are off work
* Parks and rec staff
* Schools who are delivering meals to students (Crawford)
* School bus company (La Crosse)
* Uber, Lyft
* County transit taxi service
  + Provides vehicles and county employees to deliver meals
* Churches, communities of faith
  + Church buses
* Grocery stores
* County/tribal staff whose time has freed up from their normal duties to help with deliveries (e.g. I&A, EBS)
* Local businesses are offering employees to volunteer
* Housing authority
* United Way
* RSVP
* Local volunteer organizations that list volunteer needs on their website (eg. Volunteer Services Fox Cities)
* Service clubs (Rotary, Lions, Kiwanis, Red Hat Society, Bridge/Bunco groups, etc.)
* Chamber of Commerce
* Public Health
* Emergency Management
* Hotels to serve homeless population (Dane)
* Postal workers, Fed Ex, etc. who are already providing deliveries
* Senior center transportation

Agencies or organizations to partner with for grocery services:

* Grocery stores
  + Volunteers shop for participants (Clark)
* Kwik Trip has volunteer staff that will shop in the store for older adults and delivers the items to their homes (Ashland)
* Faith in Action has individuals who will shop for older adults (Ashland)
* Local businesses offering designated shopping hours for older adults and persons at high risk (e.g. Target)
  + Offer bus service during these times for older adults (Ashland)
* Local real estate companies offering to shop for older adults
* Food pantries offering pop-up or drive-up services
* Local volunteer organizations or Facebook groups (e.g. Neighbor to Neighbor) (Barron)
* Rotary Club volunteering to shop for homebound older adults (Dunn)

Agencies or organizations to partner with for food or supply donations:

* Kwik Trip
* Grocery stores
  + Grocery bags
* Local restaurants
  + Butcher shop offering grab n’ go services (Juneau)
* Hospitals/Clinics
  + Aurora Medical Center is willing to donate money for shelf-stable meals or other food (Ozaukee)
  + A hospital freezes its leftover food into meals and gives them to the local nutrition program for distribution for MOWs.
  + Companies like Schwan’s Home Delivery or food subscription services
* NANASP-n4a-Tivity Health partnership provides an opportunity for NANASP and n4a members to order bulk shipments of discounted products. The agreement is a temporary, COVID-specific response and will expire at the end of December. NANASP members interested in learning more or placing orders should contact Tivity Health at (833) 212-4776 or [PurchaseOrder@TivityHealth.com](mailto:PurchaseOrder@TivityHealth.com).
* VitaPlus purchased 1# blocks of cheese from local farmers and donated to the nutrition program to deliver with meals. Many of the participants are retired farmers so this had special meaning (Clark)
* Food Pantries
  + Feed My People providing food bags for HDM participants (Dunn)
  + FoodBridge (Dane)

Agencies or organizations to partner with for wellbeing checks:

* Local volunteer organizations that list volunteer needs on their website (eg. Volunteer Services Fox Cities)
* Local real estate companies

**Vetting New Volunteers**

* Modify local county/tribal policies to expedite processes. Talk with your local corp counsel about this (St. Croix County)
* Form partnerships with school districts. Teachers are off and can deliver food to kids as well as older adults; they have already been vetted.
* Work with local human resources to expedite processes.
* Use an Internet screening process.

**Volunteer Training**

* Perform orientation for volunteers via phone (Eau Claire)
* Have volunteers shadow in a separate vehicle (Eau Claire)
* Virtual training/webinars

**Participant Contributions**

**Pick-Up/Grab n’ Go**

* Use a meal ticket system where participants can contribute for tickets at the office or at the pick-up location and use the tickets as needed. (Barron)
* Offer the option for monthly contribution statements.

**Home-Delivered Meals**

* Provide contribution envelopes that can be left outside the door and/or in a designated location for the driver to pick up.

**Hygiene and Food Safety**

* Sanitizing
  + All delivery vehicles.
  + Coolers before they go out and as they are put away (Eau Claire)
  + Drivers use hand sanitizer between deliveries.
* Drivers wear gloves.
  + Change gloves between deliveries.
* Social distancing
  + Knock on the door, wait to see the participant, back up 6 feet and watch them take meal.

**Meals**

* Frozen meals provide more variety than shelf-stable meals.
* When deciding whether to do frozen meals, consider individuals with dementia who might not be able to use a stove or microwave to heat meals.
* Consider the packaging and whether it is easy for older adults to open.
* Consider whether powdered milk would be an option for some meals.

**Supplies and Equipment**

* Work with your regular vendors, they may waive minimum or special delivery fees
* Do a hygiene drive to obtain extra supplies to take out to HDM participants (Winnebago)
* Use social media to advertise needs for supplies (Barron)
* Distribute safety packets to current Meals on Wheels drivers. (Barron)
  + Each distribution site has a stock of these safety packets to distribute to new drivers as needed. Each packet includes three homemade masks with instructions and driver safety precautions, which were approved by their Health Officer. Participants and/or their emergency contacts received their own Participant Safety handout, also approved by the Health Officer.

**Contingency Plans**

* Make sure back-up cooks are in place.
* Make a large batch of frozen meals in case extra meals are needed.
* Talk with schools, churches, and other organizations about using their kitchen space and/or staff if necessary.

**Food Sourcing/Purchasing**

* Sustainable Kitchens Order Guide has a vendor list that can sort local vendors and farmers by region.

**Outreach**

* Weekly radio spots – live interviews on various topics (Green)
* Radio advertisements (Green)

**Promoting Socialization**

* Letter Writing (New Mexico)
  + Elementary school students and other volunteers write letters to participants
  + Letters are delivered with HDMs and there are opportunities for older adults to write return letters, which could be mailed directly to students/volunteers or to the aging office for distribution
* Send handwritten thank you notes to older adult volunteers staying at home (Waukesha)
* Information has been uploaded to the DHS COVID19 web pages to provide information and resources for facilities (and consumers/caregivers) to reduce social isolation and foster engagement. <https://www.dhs.wisconsin.gov/covid-19/ltc.htm>
* Virtual get-togethers
  + Game night
  + Taco Tuesday – virtual party with Mexican food and margaritas
  + Coffee Clutch
  + Yoga or Tai Chi classes
  + Cooking classes
* Create a Facebook group or private Facebook page for the dining center or senior center
* Set up group texts
* Netflix Party is free through AARP: It is a new way to watch Netflix with your friends online by adding a group chat to Netflix movies and shows.
* Create an online Google doc or other venue for older adults to post recommendations for books, movies, shows, and other ways they are finding joy during this time.
* Ask students to draw sidewalk chalk pictures or messages on older adults’ driveways to bring joy when they look out their window
* Social Isolation Resource Guide (Dane and GWAAR)
* Weekly newsletters
  + At-home exercises, word searches, trivia, etc. (Green)
* Homemade cards, crafts, pictures created by staff and their children, volunteers, community partners (Green)
* Art kits to HDM participants (Bayfield)
* COVID-19 Wisconsin Connect App (<https://www.med.wisc.edu/news-and-events/2020/may/new-app-provides-pandemic-resources-for-wisconsin/>)