**Meeting Invitees: Nutrition Directors**

**Agenda:**

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| **Time:** | **Topic:** | **Discussion** | **Follow-up Items:** |
| 9 am | **Welcome**  | Thank you for joining the call today. | **Access the recording at**[This link](https://gwaar-my.sharepoint.com/%3Av%3A/g/personal/pam_vankampen_gwaar_org/ETWMY8c2QzNMpy1JQ5hY6Z4BVdQGmXvwsO2zNBUS66SfkA?e=AkIVcH)***Title: Peer Sharing Call Jean's Region*** |
|  | **Update** | * **2021 Satisfaction Surveys due December 31, 2021.** There is a survey for HDM, Carry Out, and Congregate Meals. If you need the surveys, please let your nutrition team rep know or find them at [this link](https://gwaar.org/nutrition-program-management) on the GWAAR Nutrition Page.
* **Updated Nutrition Assessment Forms with new Poverty Level as of 4-1-21: Be sure you are using the revised assessment forms.**  Find updated assessments on the GWAAR Nutrition Page at [this link](https://gwaar.org/forms_1) or under Carrie Kroetz's email signature at the link: [**Online Webinars**](https://gwaar.sharepoint.com/%3Af%3A/s/gwaaraging/EqLnqB3wZ3lKsVpmRvK8ZmwBzHXynbGyx8V4xDtZcJayWQ?e=nppCMH)
* **Feeding Wisconsin** – please assist in handing out Flyers, GWAAR will be sending out an email with a poll for addresses and asking for the number of flyers needed locally.
* **Reopening Nutrition Sites.** If you are re-opening sites, we need you to fill out [GWAAR Reopening Form](https://forms.office.com/Pages/ResponsePage.aspx?id=ZHYIjp1ATEymtHqgECDW6unlQ3a4ui9Itmmj3ENpZOtUNVZKUUdGRzBVUldWUDFQOFZQMldQTTFNMy4u)
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|  | **Present on the call** | * Lori Fernandez, Kassy Heard, Pam VanKampen, Sara Koenig, Heidi R, Davin M, Chelsey, Emma, Linda S, Patti, Ericka K, Esther M, Anna B, Kari D, Kristen H, Ashley J, Courtney B, Katy H, Meg A, Sharon T, Kimberely S, Morgan K,
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|  | **GWAAR Updates** | * **At this date, we have ten counties/Tribes with a date for re-opening in April, May, June, and September.**
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|  | **Peer suggestions** |

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| Link to surgical mask with clear window: <https://safenclear.com/product/the-communicator-surgical-mask-with-a-clear-window/> Just something to consider, it makes it can help with communication while still wearing a mask. **ServSafe Videos to review with staff and volunteers before reopening** [**http://www.restaurant.org/COVID19**](http://www.restaurant.org/COVID19)**Register online and a link will be sent to your email.*** Take out:10.29 minutes.
* Delivery: 10.52 minutes
* Re-opening Guidelines:13 minutes
* De-escalation of Conflict: 10 minutes

 **The de-escalation video goes over steps that can be valuable with any conflict. Having a plan and sharing with participants and in advance can prevent some problems from arising. Signs, phone calls, menus can all be communication tools.** |

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|  |  **Re-opening Planning** | **Heidi Russell Shawano County- Reviewed her Reopening Plan**Heidi Russel reviewed the steps she took in getting ready to re-open. The week of 5-24-21, 3 of the 6 sites will be reopening. They are not going to reopen the restaurant site now because it is small and too hard to guarantee social distancing. The 3 that are reopening are large community centers, and they have room for everyone even with social distancing. One of the sites will require reservations.* The county board felt it was important to get everything to reopen. All are back to work, for about a month., a suggestion that she open the meal sites.
* She met with Public Health and was assigned a nurse to work with on opening sites. She helped to develop a checklist of wellness.
* Heidi contacted landlords of the buildings that the meal sites are being leased through. Two buildings said no until July 1st. Three other sites were slated to start May 24th
* Utilizing Sara Koenig's document and Heidi shared with the PH Nurse as well as the two meal site Directors. They came up with the list of "what if's."
* There is a board meeting on May 20th to discuss approval in the opening. We are doing a soft opening. We are requiring reservations and they will have a waiting list so participants can rotate, and everyone gets a chance to participate.
* We feel we will be able to accommodate with proper separation.
* She met with the 2 site managers to discuss the details and process and how they will handle social distancing and how to define households, they are using more of the “pod” module with people who are already hanging out together regularly.
* We are not allowed to REQUIRE masks, they are encouraging it, but can’t enforce it. They will casually take a mask up to those that are not wearing one but the choice is ultimately theirs. They don’t anticipate a big issue with this. We will have laminated signs and arrows for the flow of people, handwashing, and cleaning. Add link for signs and Lori shared the signs with the group. We will also send out Heidi's Cong. Letter to participants and her reopening plans.
	+ Lori asked about the signs. Some of them are about masking, the nurse made up the with the symptoms. They are taking temps but not recording, if they have a fever, they will give them a carry-out meal instead of having them dine at the site. Lori added that it is very important that Heidi **is putting out the expectations BEFORE folks come to the site so it is not a surprise**. This is one of the points in the Serv Safe Video about de-escalation.
* Site managers are calling people before they come back and walk thru the expectations. If they have any issues once folks get to the sites, the site managers will address them politely one time and after that Heidi will follow up with difficult people.
* They will continue to offer Carry Out meals for folks that are not comfortable returning yet.
* Jean asked Heidi to talk about how they worked with Public Health to come up with this plan. They have some nurses they contracted with and they worked together on their info plus the info from Sara K and put together the document and had PH review and approve.
* Silverware and plates. The tables will be preset so it’s already with a card with your name on it. They made seating charts, like a wedding, the coordinators have nice card stock they will reuse and put name cards out daily. They will discourage the “shuffling” of name markers.
* One thing that we will do is pre-packaged foods in the dining room, vs bulk at this time to make it easier to keep people socially distant. We will use HDM trays and deliver the food to the tables, we hope this will help with the low number of volunteers.
* Participants that will not maintain the precautions will be referred to the Aging Director.
* Shawano will be more difficult in the size of participation.
* Will be allowing some guests that are used to spending a lot of time together but are not living in the same home.
* We are facilitating bingo. Bingo cards will be printed off. They will be required to bring their markers. We will be working on some prizes.
* We have been doing BINGO throughout the pandemic with HDMs. You can find the monthly BINGO cards at this link. Look under each [Eat Well, Age Well](https://gwaar.org/eat-well-age-well) Monthly Topic in 2021, the bingo cards are new additions for this year.

 **Explanation about bingo:*** + Heidi: they got separate handouts from the Eat Well Live Well. Naomi the intern at GWAAR made the Bingo cards. The driver gives them the BINGO pieces to match to their bingo card instead of numbers. They have a fund at the community center that they are using to purchase small prizes vs paying for a small pot of cash as they did in the past. They have good practical prizes, fruit, crackers, water bottles, etc.
	+ How much staff time is spent on the BINGO per week? Not much time. Heidi prints off the pieces, meal site managers and Cookies are great prizes.

**Reservation System:**The letter explains the process, you call ahead and when they are full, they will offer the next day and move them to the next day. * Shawano- Open 5 days a week.
* Wittenburg and Tigerton- 1 day a week.

They use the Oliver System. They are going to try with regular silverware that will be sanitized but they have prepackaged just in case.They do their own condiments, so they ordered paper cups for ketchup. Ordered ind. Salt and pepper and butter. **Did you do any special training with the meal site managers?**They are going to watch the COVID Reopening and Conflict de-escalation together from Serv Safe. They stress the modeling, and the practicing, and Heidi has been doing roll playing with the site managers to get them more practice and increase their comfort level. This helps get everyone on the same page. * Lori: In the ServSafe videos it discusses de-escalation techniques such as letting the guests know in advance that there will be new rules. Also, sitting down one-on-one and listening.

**How do you plan to sit down and talk to people who don’t want to follow the rules**? It is important to have the conversation calmly. She sat down with each driver and explained that the seniors that we deliver to don’t have other options and that that they would greatly appreciate you wearing a mask. Keep it simple and positive and focus on if we follow the rules we are a safe place for them if we all work together so they can get out and socialize.**What if someone tests positive?** If they have a positive case, they will address it at the time with Public Health.**What about the volunteers?** There are 2-3 that are coming back to help, Heidi will orient them. All the HDM drivers are paid. **Heidi: Does anyone do any web-based magazines for activities? Creative Forecasting is closing.** Check out a variety of resources in the Social Isolation Resource Guide (double click to open). If you know of more resources please let Pam VanKampen know so she can update the Resource Guide. Pam.vankampen@gwaar.org  Try engAGED - The National Resource Center for Engaging Older Adults... "Calendar of Social Engagement Opportunities for Older Adults. [www.engagingolderadults.org/our-mission](http://www.engagingolderadults.org/our-mission) Thank you so much Heidi for sharing.  |  |
|  | **Congregate Dining Masking and Directional signs.** | Lori: Shared her screen with the signs that Kassy Heard developed. They are great for use with the reopening. Thank you Kassy!  | Signs will be sent with the follow-up email.  |
|  | **Sara Questions** | **Sara Comments (please note a few of the bullet points below were not specifically mentioned on this call but are from previous calls and are relevant).** * If there are things that would be helpful and you need, please let me know.
* There are dining centers that are taking into consideration moving or changing dining locations or revitalizing dining centers.
* We are going to put together some technical assistance documents about opening meal sites at the restaurant.
* You can do all 3 models (Carry Out, Cong. And HDM) at the same time. Think about timing and how you will phase-in/phase out.
* Carry out meals are NOT Cong. Meals, they are HDM but be sure you record them under the appropriate subservice under HDM so the state can track each meal-type and to be sure the appropriate pot of funding is being used.
* ARPA fund has a very large amount of money heading your way. It’s about 13.5 million dollars statewide, it is a whole year of funding. Most of the funding is in HDMs. Much more information coming about this. The state is navigating the rules, regulations, transferring of funds, etc. We continue to operate under the Major Federal Disaster so there is a lot of flexibility to move funding around. There is still work to be done before the funding is out.
* Sara had a call with ACL late last week, they were very clear that there are a lot of people watching this funding and how it is spent. Technical assistance with guidelines will be forthcoming. Reporting will be very important. This is an opportunity for strategic long-term planning and capacity building for the future. This funding will be available into 2024 but still working thru the recommended spending order for the various pots of money.
* The Consolidated Appropriations Act that was passed around the holidays should be out to you at the local level. This pot cannot be transferred. Contact GWAAR fiscal with questions.
* Ashley asked in the chat if there is any discussion to change the funding formula going forward? Sara said they follow a federal funding formula and in WI there is a 100% match from the state legislature for cong. Meals so the state statute would have to be changed. They do have the ability to transfer up to 40% of Federal funds (normally, pre-covid dollars). She doesn’t anticipate this changing. It could be something that could potentially be advocated for but much more thought and discussion would have to go into this discussion.
* Not certain how long the federal disaster stance will be in place but at least thru the end of the year.
* Thank you all for your hard work during these continued challenging times.
* Two counties are doing a phased approach to re-opening. They are opening one site in week one and another site in week two.
* Several programs are planning for reopening for in-person dining. Thank you all for the thoughtful process. This is a good opportunity for us to really think thru if we want to reopen in the same location, or change to a different model, facility, new location in the community, etc.
* Eric Grosso has some detailed census data by the community so you can see where seniors are located and he can cross-reference for race/ethnicity and income level that can help you make these decisions. Grosso, Eric R - DHS EricR.Grosso@dhs.wisconsin.gov
* Kimberly asked about the spreadsheet of funding and allowable services. Sara is updating that now and adding columns. Neal has also created a nice graphic with the funding sources and the end dates this will be coming out as well to help you navigate the various pots of money.
* Will there be a deadline that sites must be re-opened at some point? No. Not in the near future. Not in 2021 for sure.
* Can a grab-and-go option still be an option after congregate re-opens? Sara: Yes, but it has to be done using C2 funds for carry-out. I want to have Sara clarify, so a program could offer grab and go, HDM and congregate. Grab and go would need to come out of what funds? Sara: Yes, you can offer all three at the same time. I think it’s a good idea to offer. The carry-out needs to be funded by C2 (HDM funding).

*GWAAR: There is going to be a separate call for planning a restaurant model. Tentatively planned for* ***June 15 from 2-3 pm.***  | GWAAR has technical assistance documents from several of your peers regarding reopening. if you are interested contact your nutrition team representative. Please contact your nutrition team rep if you’d like to discuss reopening, we are happy to assist. |
|  | **Peer Sharing** | Kari D.: Is anyone having issues with the prices from caterers and that has caused fewer available menu items. Lately a lot of canned fruit items. Jean asked if this is something that just started? Kari has noticed this for the past 3-4 months. They are seeing more simple menu items and sandwiches. She continues to push for a better menu. One of her caterers said the food pricing are getting high so they are losing money. This may be the last month they are going to caterer for her so will go back to her original caterer. Kristen (Washington) has been doing a hot meal 5 days a week since COVID, early on they had some substitutions but back to normal now for the most part except for canned fruit so the variety is very limited. I.e. a lot of canned peaches. There could just be a lull with the fruit vendors getting restocked, hopefully, the fresh produce will help. Lori added it could also be due to issues with staff shortages.  |  |
|  | **WAND**  | **WAND Spring Virtual Conference June 2, 2021, 1:30-4:30**Lori: We have a great keynote, Alonzo Kelly [www.alonzokelly.com](https://nam02.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.alonzokelly.com%2F&data=04%7C01%7C%7C3acad95067a84c037c0b08d8f2fba395%7C8e087664409d4c4ca6b47aa01020d6ea%7C0%7C1%7C637526509925854062%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C2000&sdata=yaELsuzzUXRmOksGToJyLZ1e8GELUtcBoZ%2FHOXfUrnA%3D&reserved=0) Janet Zander will talk about a new coalition to end socialization and loneliness.MOWA speaker will talk about strategies to recruit and retain Volunteers.BADR, GWAAR, GLITC updatesFeeding WI Update from De’KendreaJustin Johnson from SK  |  |
|  | **Temps** | We need to make sure the temperatures are continued to be taken on both hot and cold temperatures. Continue to submit your logs if you were asked to do so by your Nutr. team rep. We will be spot-checking everyone again this summer.  |  |
|  | **Closing**  | Thank you from us all for so much hard work and dedication.Reminder to fill out the reopening form and to email your local plans to us. [GWAAR Reopening Form](https://forms.office.com/Pages/ResponsePage.aspx?id=ZHYIjp1ATEymtHqgECDW6unlQ3a4ui9Itmmj3ENpZOtUNVZKUUdGRzBVUldWUDFQOFZQMldQTTFNMy4u) |  |