

Guidance for Resuming On-Site Senior Center Operations

Promoting social connection while practicing physical distancing

May 14, 2020



Improving the lives of 40 million older adults by 2030

Who We Are

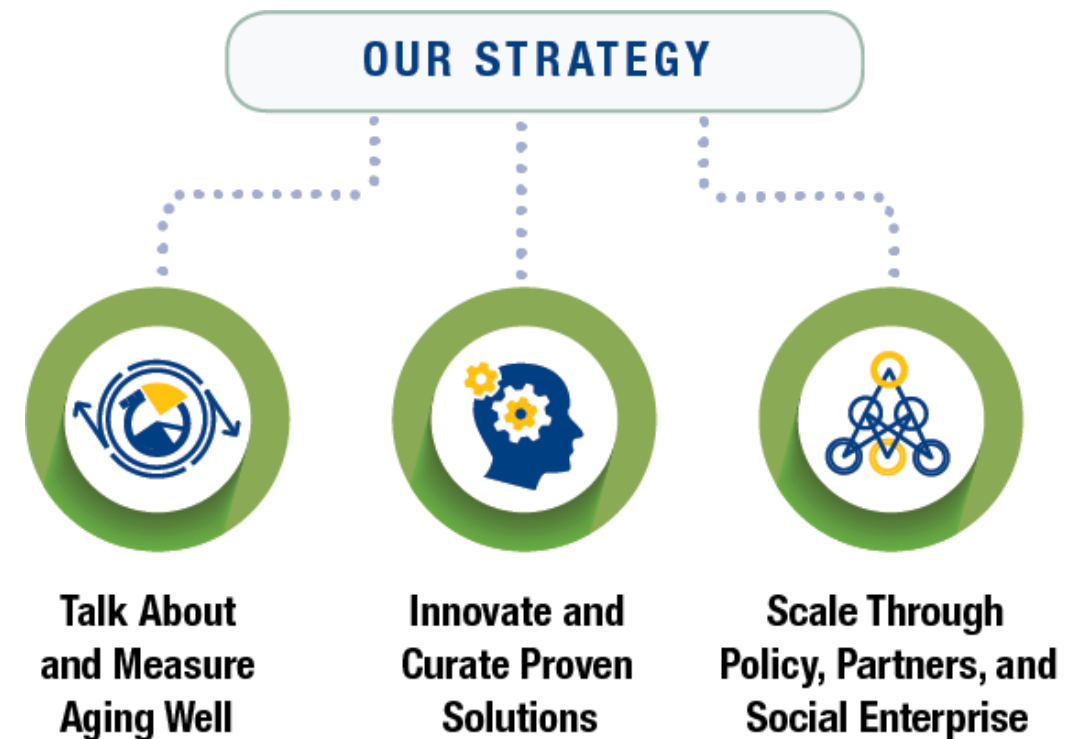
We believe every person deserves to age well

OUR VISION

A just and caring society in which each of us, as we age, lives with dignity, purpose, and security

OUR MISSION

Improve the lives of millions of older adults, especially those who are struggling



Agenda

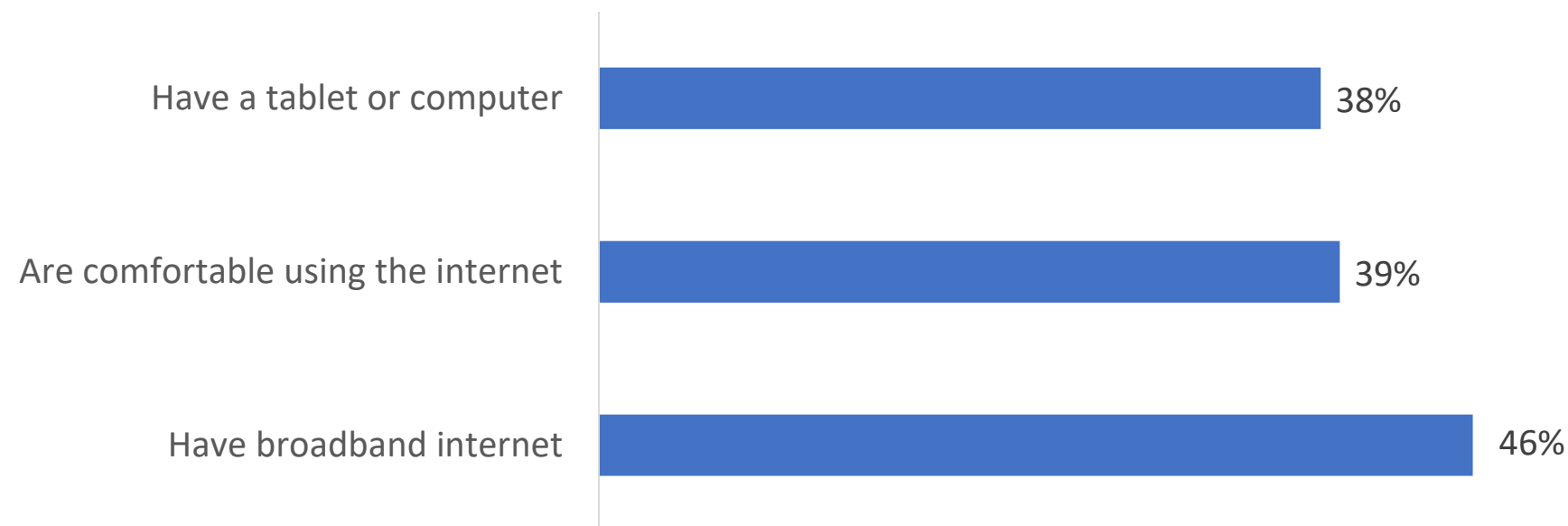
Promoting social connection while practicing physical distancing

- Welcome
- Recent NCOA Survey &
Overview of senior centers suggested guidance for reestablishing senior center operations
 - Maureen O’Leary, National Institute of Senior Centers Program Manager, NCOA
 - Frontline Stories; Beverly Ferry, Wabash County, Indiana; Jill Hall, Baltimore County, Maryland
- Nutrition Program guidance – Keri Lipperini, Director, Office of Nutrition & Health Promotion, ACL
- NCOA’s Center for Health Aging, Best Practices Toolkit, Michelle Mai, Program Associate, CHA, NCOA
- Coming Webinars

Respondents Estimate Over Half of Older Adult Clients/Participants Lack Broadband Internet Access

Respondents estimate even fewer older adult clients/participants are comfortable using the internet (39%), and a similar share own a tablet or computer (38%).

Average percentage of clients who:



To the best of your knowledge, what percentage of your clients have broadband internet access? (n=655)

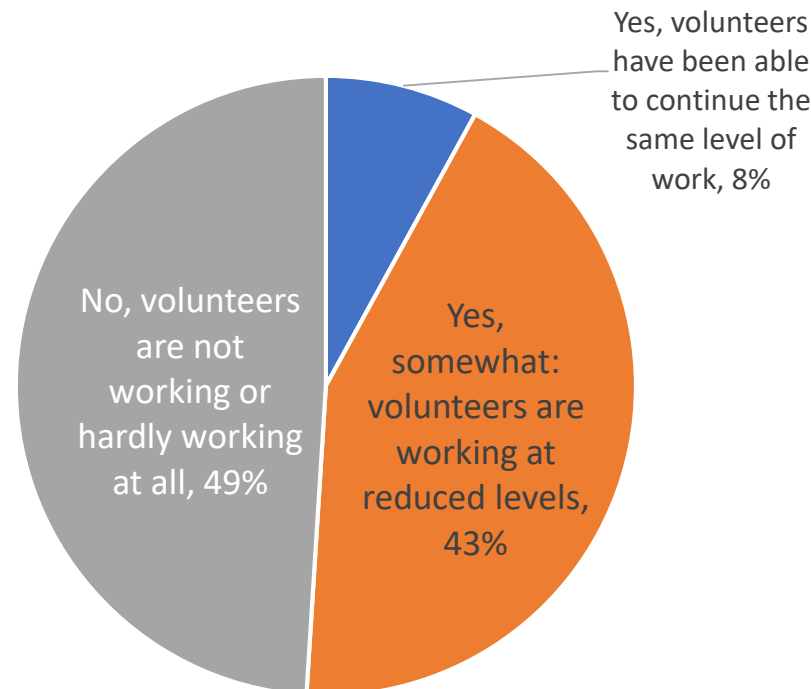
To the best of your knowledge, what percentage of your clients are comfortable using the internet? (n=676)

To the best of your knowledge, what percentage of your clients have a tablet or computer? (n=634)

Most Volunteers Are Working at Reduced Levels or Not Working During the COVID-19 Pandemic

Eighty-four percent of organization serving older adults rely on volunteers, yet the majority (92%) of organizations report that volunteers are unable to work at the same level or at all during the COVID-19 pandemic. Forty-six percent of those who have reduced volunteer help say it has impacted their ability to provide services to older adults.

Have volunteers been able to keep working?



#

| Answer | % | Count |
|---|--------|-------|
| 1 Yes, volunteers have been able to continue the same level of work | 8.33% | 18 |
| 2 Yes, somewhat: volunteers are working at reduced levels | 37.96% | 82 |
| 3 No, volunteers are not working or hardly working at all | 48.15% | 104 |
| 4 Our organization does not use volunteers | 5.56% | 12 |
| Total | 100% | 216 |

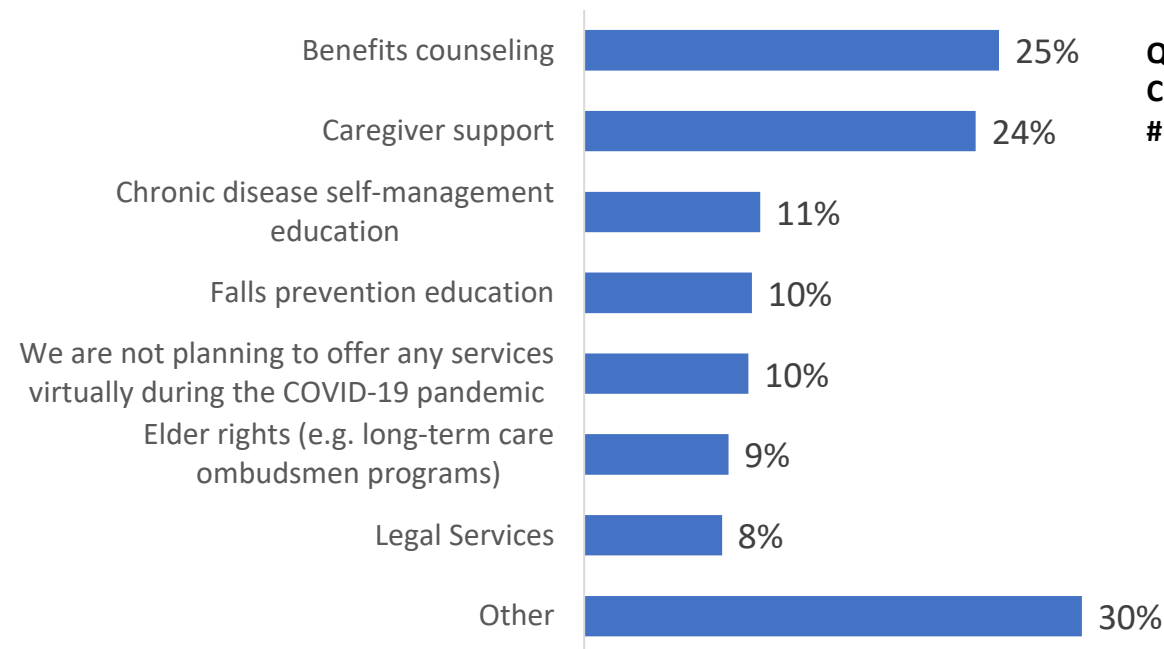
Has your volunteer workforce been able to continue working during the COVID-19 pandemic? (n=674)

Has a reduction in volunteer work impacted your organization's ability to provide services? (n=515)

Nine in Ten Organizations Pivot to Offer Services to Older Adults Virtually or by Phone

Respondents report their organization is offering or will offer the following services virtually or by phone: benefits counseling (25%), caregiver support (24%), chronic disease self-management education (11%), and falls prevention education (10%).

Services planned to be offered virtually



Q16 - Which services do you plan to offer virtually or by phone during the COVID-19 pandemic?
Check all that apply.

| # | Answer | % | Count |
|---|--|---|-------|
| 1 | Caregiver support | | 71 |
| 2 | Chronic disease self-management education | | 18 |
| 3 | Falls prevention education | | 30 |
| 4 | Benefits counseling | | 69 |
| 5 | Legal Services | | 23 |
| 6 | Elder rights (e.g. long-term care ombudsmen programs) | | 17 |
| 7 | Other | | 116 |
| | We are not planning to offer any services virtually during the COVID-19 pandemic | | 30 |
| 8 | Total | | 374 |

Which services do you plan to offer virtually or by phone during the COVID-19 pandemic? (n=1003)

In the Context of COVID-19, Additional Funding Best Allocated to Day-to-Day Operations, Expanding Programs/Services, and Meals and Nutrition

Ranked Priorities for Additional Funding During COVID-19:

1. Day-to-day operations
2. Expanding programs and services
3. Meals and nutrition
4. Outreach/communications
5. Technology and technology training
6. Laptops or tablets
7. Volunteer engagement
8. Other solutions

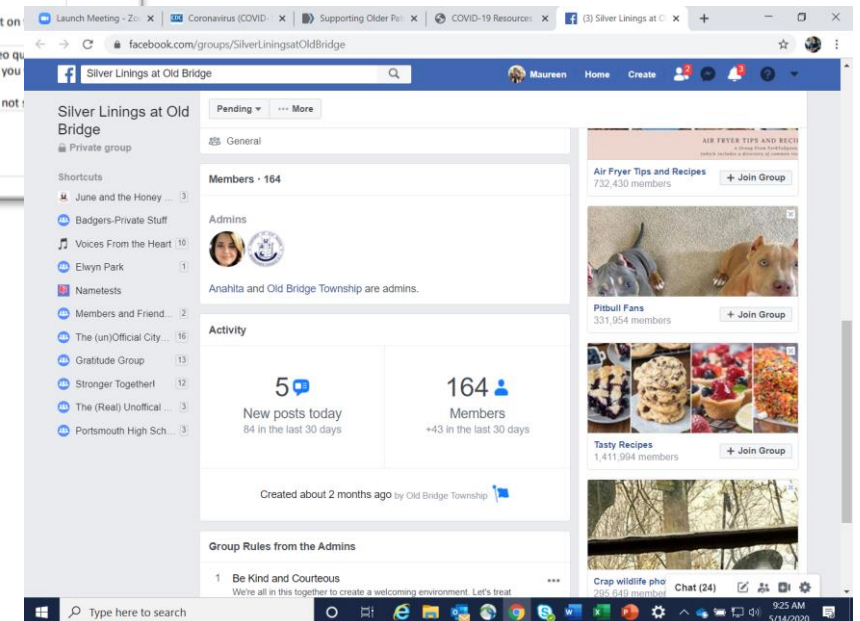
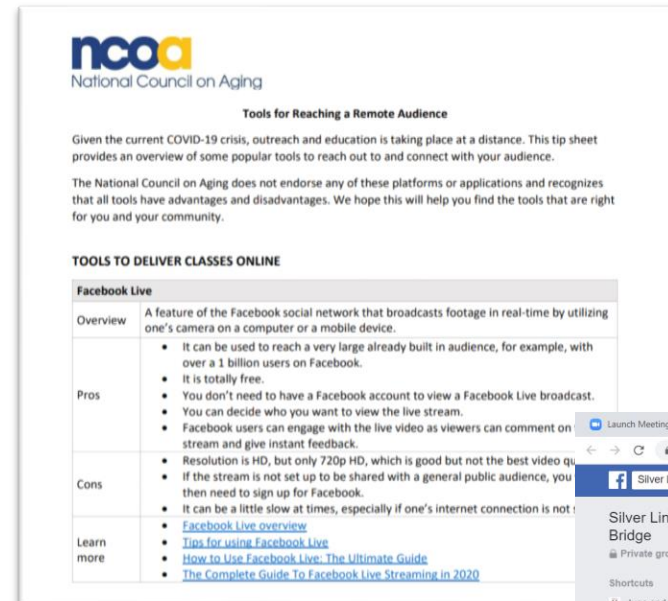
| # | Question | 1 |
|---|------------------------------------|--------|
| 1 | Day-to-day operations | 38.64% |
| 2 | Expanding programs and services | 7.39% |
| 3 | Outreach/communications | 5.11% |
| 4 | Technology and technology training | 10.80% |
| 5 | Volunteer engagement | 1.14% |
| 6 | Meals and nutrition | 30.68% |
| 7 | Laptops or tablets | 5.68% |
| 8 | Other solutions (specify) | 0.57% |

NCOA recognizes that CBOs serving older adults are often underfunded. Considering the impact of the COVID-19 pandemic on your organization, we are interested in learning where additional funding would be best allocated. (n=553)

What online programming platform are you using?

Tools and Tips for Reaching a Remote Audience

- BurnAlong
- FreeConferenceCall.com
- Google Hangouts
- GoToMeeting
- GroupMe
- Facebook
- Microsoft Teams
- OneClick.chat
- Skype
- WhatsApp
- YouTubeLive
- Zoom



silverlinings@oldbridge

safe!

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Shortcuts

June and the Honey ... 3

Badgers-Private Stuff



Weekly Calendar

| Monday May 11th | Tuesday May 12th | Wednesday May 13th | Thursday May 14th | Friday May 15th |
|---|--|--|--|--|
| <ul style="list-style-type: none">~ Mindful Monday~ Gentle Strength Training with Brenda (10:30am)~ Chair Yoga with Allen | <ul style="list-style-type: none">~ Tip of the Week~ Sketch with Stacey (10:30am)~ Trivia Tuesday with Brittany (1:00pm) | <ul style="list-style-type: none">~ Older Americans Month: "It's never too late to Make Your Mark"~ Chair Yoga with Allen (10:30am)~ Move 2 the Groove with Brenda (1:00pm)~ Zoom Bingo | <ul style="list-style-type: none">~ Technology Thursday: Navigating our Silver Linings Virtual Community Page~ Weekly Photo Challenge (11:00am)~ Gentle Strength Training with | <ul style="list-style-type: none">~ Zoom Bingo (10:30am)~ The History of Old Bridge Township~ Flashback Friday |

- 3/30 100 members
- today 165 members
- 2 to 3 sessions daily

Where are we looking for guidance?

National Guidelines

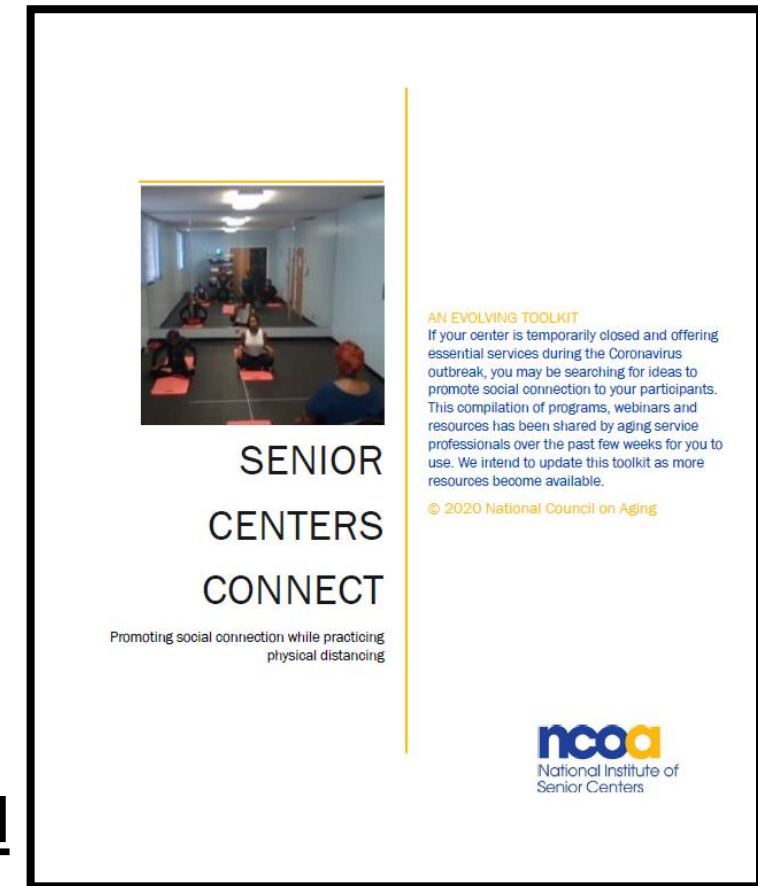
- Centers for Disease Control and Prevention - CDC – <https://www.cdc.gov/coronavirus/2019-ncov/community/index.html>
- <https://www.cdc.gov/publichealthgateway/healthdirectories/index.html>
- Administration for Community Living - ACL - <https://acl.gov/COVID-19>
 - Nutrition Programs Adapting during COVID
- NCOA – COVID-19 Resources for Professionals and Older Adults:
 - <https://www.ncoa.org/>

Home Delivered Meals and Online Programming – Phase 1

Phased reentry – depending on your state COVID statistics

Virtual Programming - Off-site Meals Program

- Staff (on-site and remote)
 - if on-site with PPE/ safety measures
- Home delivered meals
- Meal curb-side pickup only
- Wellness Calls
- Low and hi-tech virtual programming
- **Center Open for services, building is closed**



Fairfax County - Burke/West Springfield

Senior Center Without Walls



- 4 or 5 sessions a day
- SAIL, Stay Active and Independent for Life (2)
- Tai Chi, Fitness, Dance
- Meditation & Brain Exercises
- Poetry & Discussion
- Lunch Bunch (2)
- Caregiver Lunch
- Music Trivia

+ Plan to engage those w/o technology
+ Plan to increase access to technology

| Monday, May 11 | Tuesday, May 12 | Wednesday, May 13 | Thursday, May 14 | Friday, May 15 |
|--|--|---|--|---|
| 9-9:55am Intermediate Tai Chi* - This is a low impact exercise form that, over time, will lead to a healthier lifestyle while easing joint movement, increasing balance and reducing stress levels. 10:05-11:05am Brain shots - Come test your knowledge and awaken your brain in the morning. 12-1pm Lunch Bunch - Have fun! Be positive! Enjoy the conversation! 1:45-2:45pm Cranium Crunches - Exercises for your brain! | 9-9:50am Learn zoom - Please join this informational session on how to login or call in to zoom. For help getting started please call 703-442-9075 from 9-9:50am. 10-10:55am Fitness class* - Low impact exercise to help with overall fitness. 11:05-11:50am Trivia - Test your knowledge and skills! 12 - 1 pm Caregiver Lunch Bunch - A program aimed to engage and support caregivers around a variety of topic. Click here to register: bit.ly/caregiverlunchbunch 1:10-1:50pm Meditation - Learn and practice relaxation techniques. 2-3PM Dance* - Guided Freestyle Dance to Pop, Hindi, and Nepal music. Let Sneha show you Bollywood moves and grooves. | 9-9:55am Intermediate Tai Chi* - This is a low impact exercise form that, over time, will lead to a healthier lifestyle while easing joint movement, increasing balance and reducing stress levels. 10:05-11:05am SAIL* - Stay Active and Independent for Life. A strength, balance, and fitness class for adults 65+. 11:15-11:50am Music Trivia - Join us for music and dancing! You bring the rhythm we bring the trivia! Have your music selections ready! 12-1pm Lunch Bunch - Have fun! Be positive! Enjoy the conversation! 1:10-2:10pm Advance Crossword - Test your knowledge and skills! | 9-9:50am Learn zoom - Please join this informational session on how to login or call in to zoom. For help getting started please call 703-442-9075 from 9-9:50am. 10-10:55am Fitness class* - Low impact exercise to help with overall fitness. 11:05-11:50am Facts and Figures - Come join the discussion group to learn about something new. 12-1pm Caregiver Lunch Bunch Topic: Self Care and Spirituality, building your resiliency in stressful times. Click here to register: bit.ly/caregiverlunchbunch 1:10-2pm Zumba Gold* - Wellness program that feels like a party while it revitalizes your mind and body. 2:10-3:10PM Dance* - Guided Freestyle Dance to Pop, Hindi, and Nepal music. Let Sneha show | 9-9:50am Gentle Yoga* - Relax and Strengthen your mind and body. 10-11am SAIL* - Stay Active and Independent for Life. A strength, balance, and fitness class for adults 65+. 11:10-11:50am Poetry & Discussion - Enjoy poetry readings and interactive poetry discussions on relatable topics. 12-1pm Lunch Bunch Topic: Self Care and Spirituality, building your resiliency in stressful times. |

Establish limited On-site Program - Phase 2

Establish limited on-site Program

1st On-Site Policies and Procedures in Place

- Establish and Communicate Facility and Participant Protocols
- Train staff on safe delivery of food & sanitation and handling money
- Continue online programming & virtual connection

-

Prior to Beginning On-Site Program

Establish Facility Protocols – track related costs

- Sanitizing Schedule of facility
 - Review stock of cleaning supplies
 - Establish timeline to sanitize, daily, after equipment use.
 - Wipe down of chairs and tables after use
 - Establish multiple hand sanitizing stations
- Group Management
 - Redo seating to maintain physical distance
 - Programs for less than 10, no large events
 - Track individuals for contact purposes if someone should test positive
- Ventilation
 - Ensure that ventilation systems operates properly and increase circulation of outdoor air as much as possible.
- Plan to Close if needed
 - If needed prepare staff to continue virtual services from home.
 - Educate participants on the possibility of scaling back programs if needed.

Prior to Beginning On-Site Program

Staff Health

- Facemasks, gloves, etc.
- Reporting own health condition or COVID contact
- Receptionist phone sanitized after shift – 1 phone/1 person
- Establish protocols for handling money/mail

Establish Staff Training

- Communicate new staff responsibilities
- Train staff on space sanitation and PPE use
- Train staff on safe delivery of food & sanitation
- Train staff on handling money
- Train staff on communicating the new normal protocols to participants

Preparing Participants

Establish Participant COVID Policies. This might include

- Stay home when sick
- Stay 6 feet apart
- Wear a facemask
- Hand Washing at arrival and departure
- Participation in Wellness Screenings – to enter
- Additional program protocols – sanitize equipment
- **Develop guidelines and train participants to safely use public bathroom.**
- Policy to request a participant to leave if they are not adhering to distancing established.

People in higher-risk groups should consult with their healthcare provider about attending.

Policy to track individuals activities/contacts daily in the event someone tests positive.

Communicate to participants prior to reentry, online and in print and develop on-site signage.

Start Small On-Site Programming - Phase 2

Establish Program Protocols

- Contact program staff/instructions to access their public setting readiness.
- Find social distancing appropriate programming.
- Establish Wellness Screening Process
- Ask participants to sign up and let them know there is a limit to the class size.
- Establish room cleaning process. Wipe down chairs and tables - may need a volunteer or group participation.
- Establish flexible refund policy if participant is not feeling well and cannot attend an event/program.

Ideas for Initial On-Site Programming – Phase 2

Programming:

- 1st open for 1 on 1 by appointment : - social services; access to benefits, tax preparation Ensure your site can adhere to strict social distancing practices
- Begin with small group programs - under 10
- Begin with lower risk activities (not aerobic, not singing)
- Limited days – 2 or 3 days a week
- Begin with those under 65, no chronic conditions
- Open larger centers first, then smaller centers
- Start small, limit class size, with participants 6 feet apart.
- Provide small sized groups, support groups, creative writing and discussion.
- Tai Chi and programs that requires no center equipment
- Establish outdoor exercise class (6 feet apart rule): Play pickleball Singles (no doubles) using your own racket and wear gloves; horseshoes, bocci

Expand Programming - Ideas from the field – Phase 3

- What to Cancel: all large group events, day trips (unless own vehicle and can maintain social distancing at venue), Singing groups, Card groups; Mahjongg: Cancel if there is no way they can maintain 6 feet distance
- Sharing items: books, puzzles, etc. follow library protocol (quarantine for 3 days)
- Fitness Classes- take place in large open area to maintain distancing, must wipe down equipment before and after using, limit class size
- Presentations/Art classes/Craft/Hobby Groups- take place in large open area to maintain distancing, limit class size
- Bingo- Instead of 4 players at a table, only one person per table. They can't switch cards.
- Billiards- Limit the number of players in the pool area and must use/bring their own stick

From the front lines

What general guidance are you hearing within your state?

What are your current plans? Plans for the summer?

Do you have resources to share?

- **Jill Hall**, Division Chief, Senior Centers and Community Services

Baltimore County Department of Aging, Maryland

<https://www.baltimorecountymd.gov/Agencies/aging/centers/onlineclasses.html>

From the front lines

Beverly Ferry, CEO, Living Well in Wabash county, Indiana

Many Seniors Plan to Wait for A Vaccine Before Venturing out into the Community

Our Senior Center is Closed to the public due to COVID-19 Pandemic
and we don't know when it will reopen,
we developed an outreach plan that could be used
for seniors who are recovering from surgeries or going with family for the winter.

SENIOR CENTER IN THE MAIL

Once a Month Packet of Activities

Cost: A minimum of two first class postage stamps to send

We are adding something in each packet such as two sealed tea bags or crayons, seeds for

Let-us Stay Connected: lettuce seeds

Winchester Senior Center Adds Flavor to your life: herb seeds

Winchester Senior Center Adds Color to Life: adult coloring sheets & Crayola® Crayons

Word Searches; Home-bound Scavenger Hunts

Bingo – with spaces such as Phone a Friend

Enclose SAS postcard for feedback and suggestions and an “Opt Out Card”

First mailing: Anyone who has participated in the last 6 months and

Those seniors who connected with us due to COVID-19.



From the front lines – Tallahassee Senior Services

On-line classes – using various platforms, challenges working with a wide variety of instructors – from art to fitness to lifelong learning. They have 2 or 3 offerings each day now on-line. As of next week they will also be available on our tallahasseeseniorfoundation.org website (sign up for constant contacts here).

Constant Contact emails. Everyone has chipped in and compiled resources, activities, etc. We have sent 16 of those in 9 weeks. They are also on our website and Facebook. They are happy to share - anyone can sign up to receive them.

Kristy does a **Facebook Live update** every Friday at 11 a.m.

Staff and volunteers have **called over 2,000 people.**

We are currently working on our **Phase 2 plan to maybe offer some classes outside.**

Massachusetts Association of Councils on Aging (MCOA)

- Err on the side of caution
- Solution will come from the front lines.
- If your staff is at your center (COA) the center is open.
- You are providing grab & go's, wellness calls, supportive services – You are open! You are essential!
- Senior centers (COA) may be the last to open buildings in your municipality because of the population you are serving.

Other Questions?

- What procedures should be in place if someone tests positive?
- Other questions?

Older Americans Act (OAA)

Nutrition Program

Keri Lipperini

Director

Office of Nutrition and Health Promotion Programs

May 2020



COVID-19 Response

- [ACL's COVID-19 webpage](#)
 - FAQs and guidance for State Units on Aging (SUAs), Area Agencies on Aging (AAAs), and local providers
 - Resources for professionals and consumers
- [National Resource Center on Nutrition and Aging COVID-19 webpage](#)
 - Tipsheets
 - Webinars

Intent of OAA Nutrition Program

- Reduce hunger, food insecurity, malnutrition of older adults
- Promote socialization of older adults
- Promote the health and well-being of older adults

A New Normal

- [Reopening Guidelines for Senior Nutrition Program Operations During COVID-19](#) – posted May 5
- Attend webinar on May 19 which will be offered in conjunction with the [National Resource Center on Nutrition and Aging](#).

Innovations in Nutrition

Research

- 2 awards
- 3 year project period
- \$300,000/budget period
- Due: 5/26/20

Demonstrations

- 10 awards
- 3 year project period
- \$250,000/budget period
- Due: 5/26/20

Thank you!

Keri Lipperini

Phone: 202-795-7422

E-mail: keri.lipperini@acl.hhs.gov

Best Practices Toolkit: Resources from the Field

A centralized location, with over 300 resources from across the U.S., focused on the expansion and sustainability of evidence-based programs

<https://www.ncoa.org/center-for-healthy-aging/cdsme-best-practices-toolkit/>



Leadership and Management



Strategic Partnerships



Delivery Infrastructure and Capacity



Marketing and Recruitment



Quality Assurance

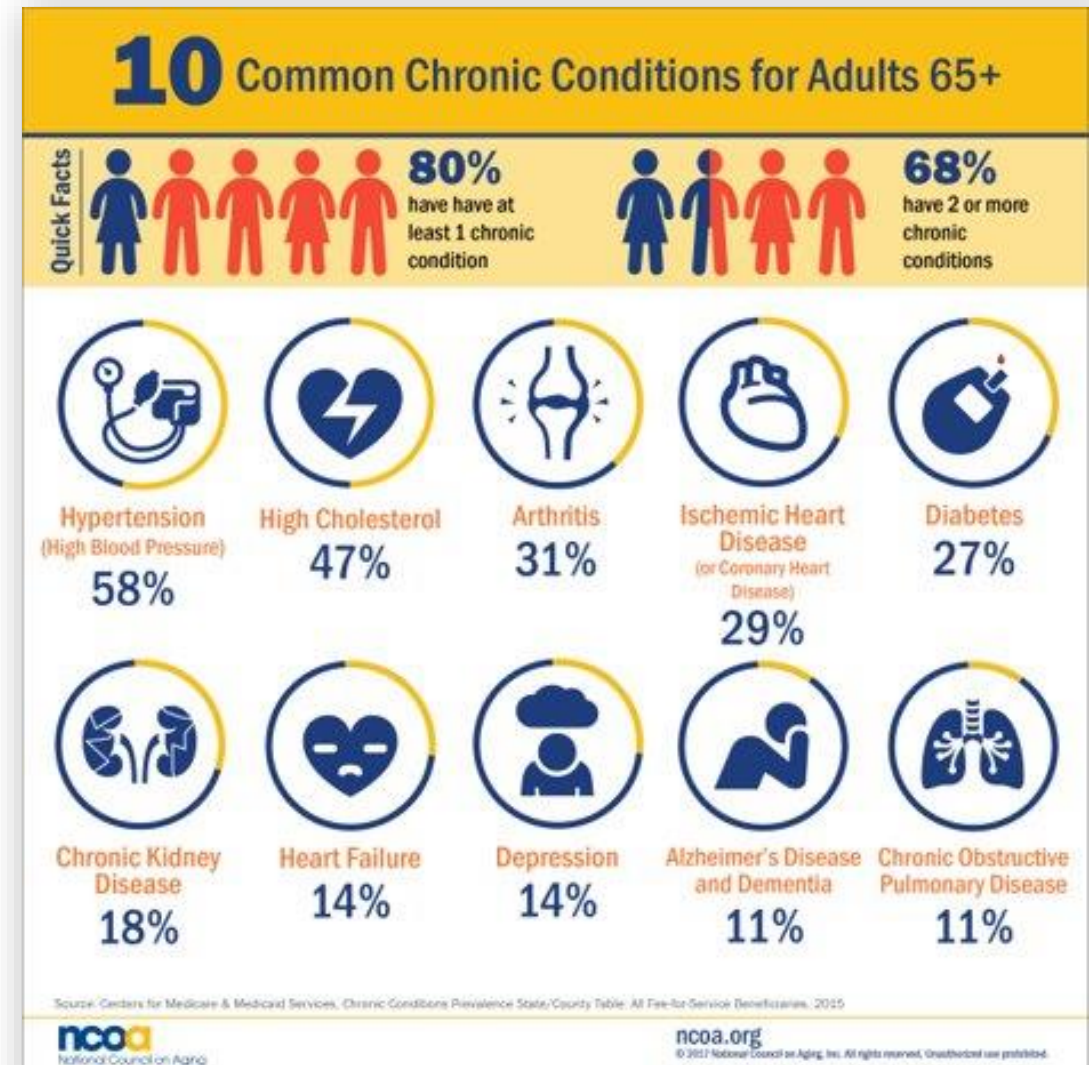


Business Planning and Sustainability

Resources for Chronic Disease Self-Management Education

- Blog posts about managing chronic conditions
- Information about malnutrition and ongoing health conditions
- A list of self-management programs
- Information about online CDSMP

<https://www.ncoa.org/center-for-healthy-aging/cdsme-resource-center/>



Falls Prevention Resources for Older Adults and Caregivers

- Videos about evidence-based falls prevention programs and 6 steps to prevent a fall
- Information on Falls Prevention Awareness Week (Sept. 21-25, 2020)
- Falls prevention success stories
- Resources for older adults and caregivers
- The 2015 Falls Free® Action Plan
- And more!

<https://www.ncoa.org/healthy-aging/falls-prevention/>



Guidance for Evidence-Based Programs

- **Website:** <https://www.ncoa.org/news/ncoa-news/center-for-healthy-aging-news/track-health-promotion-program-guidance-during-covid-19/>
- Each evidence-based programs have their own set of guidance on how to proceed with virtual delivery when in-person is not possible.
- Some programs have been approved for remote delivery, while others are not allowable.
- If you have a question and don't know who to ask, email healthyaging@ncoa.org.

Track Health Promotion Program Guidance During COVID-19

Posted on March 23rd, 2020

- Events
- Behavioral Health
- Chronic Disease Self-Management Education

During a period of physical distancing due to COVID-19, community-based organizations are canceling health promotion programs and exploring options for connecting remotely. Check this page regularly for updates from individual programs on whether it's feasible to continue implementation when in-person gatherings are not possible.

Self-Management Resource Center (SMRC)

Self-Management Resource Center Suite of Chronic Disease Self-Management Education Programs:

SMRC provided guidance on ways to continue programs, including:

- [Online Better Choices, Better Health®](#): For information on how to purchase less than 150 seats contact [Jennifer Raymond](#). For 150 seats or more contact [Katy Plant](#).
- Continue in-person workshops using video conferencing (see [Tips for online workshops](#); email manuals@selfmanagementresource.com with your license ID to request PowerPoint slides to be used for virtual workshops only for CDSMP 2020, CDSMP 2012, Chronic Pain, Diabetes, Cancer: Thriving & Surviving, and Tomando Control de su Salud)
- [Mailed Tool Kits \(delivered alone or with telephone contact\)](#)
- [Diabetes & Chronic Pain Mailed Tool Kits](#): SMRC will release a diabetes version of the mailed tool kit in May, and a chronic pain version in July.
- [Webinar Recording: Responding to COVID-19 and Workshops](#)
- A more detailed guide from SMRC can be found [here](#).

Current Program Guidance

Track Health Promotion Guidance During COVID-19

Behavioral Health

Healthy IDEAS (Identifying Depression Empowering Activities for Seniors): All training canceled. Phone/video-conference allowable for new and existing participants.

PEARLS (Program to Encourage Active, Rewarding Lives for Seniors): April/May training to be held remotely, contact [Caitlin Mayotte](#) for information. Phone/video-conference allowable for new and existing clients.

Chronic Disease Self-Management Education

EnhanceWellness: Phone/video-conference allowable; see linked guidance and archived webinar on best practices **(UPDATED 5/5/20)**.

HomeMeds: Phone/video-conference allowable while home visits are not possible. See linked guidance.

National Diabetes Prevention Program: See linked guidance on alternative delivery options and data submissions. In addition, see information on Medicare DPP [here](#).

Wellness Recovery Action Plan: See article to support individuals in creating or updating their wellness recovery action plans independently with the free WRAP app or on paper.

Current Program Guidance

Track Health Promotion Guidance During COVID-19

Falls Prevention, Nutrition & Physical Activity

AEA Arthritis Foundation Exercise Program: Remote implementation via video-conference is temporarily allowable.

Active Living Every Day: Implementation allowable by email, phone, or using a web-based conferencing program, utilizing the program book and online resources. Remote options are addressed in the ALED facilitator print and online resources. For questions, contact [Jennifer Mulcahey](#).

Aging Mastery Program: Online delivery allowable (The Aging Mastery Program is not included on the [Approved Evidence-Based Health Promotion/Disease Prevention Programs](#), but some states offer it locally.)

Bingocize: Remote implementation allowable. Contact [Jason Crandall](#) to discuss details.

CAPABLE: Pause program for new participants; phone/video-conference options allowable for participants midway or nearly complete.

FallScape & FallsTalk: Training available online. Remote and paper options allowable, see website for more details.

Geri-Fit Strength Training Workout: Free, 45-minute strength training and balance workout available online for users that register on the Geri-Fit website.

Current Program Guidance

Track Health Promotion Guidance During COVID-19

Falls Prevention, Nutrition & Physical Activity (continued)

HealthMatters Program: Leader training available via webinar; in the process of identifying strategies to serve adults with intellectual and developmental disabilities during this time.

On the Move: Remote implementation via video-conference is temporarily allowable. Contact the program developer for additional details.

Stay Active and Independent for Life (SAIL): Pause program for new participants; video conferencing allowable for participants previously familiar with SAIL. Online training available for persons interested in becoming a SAIL Program Leader through [Pierce College](#).

Tai Chi for Arthritis and Falls Prevention: Remote implementation via video-conference is temporarily allowable. Use the [quick reference guide](#), [lesson plan](#), and [guide to implementation via the internet](#).

Tai Ji Quan: Moving for Better Balance: Remote implementation via video-conference is temporarily allowable. Use the linked guidance.

YMCA Moving for Better Balance: Remote implementation via video-conference is temporarily allowable. Contact your program representative for guidance.

Current Program Guidance

Track Health Promotion Guidance During COVID-19

**Falls Prevention, Nutrition & Physical Activity
(implemented by mail or online)**

Eat Smart, Move More, Weigh Less

Otago: See linked guidance for more details. **(UPDATED 5/12/20)**

Walk with Ease (self-directed format): Self-directed format available for individuals to use independently. Ask participants to use the [registration portal](#) to complete a brief baseline survey and receive a free copy of the Guidebook. See the Osteoarthritis Action Alliance website for tools to support implementation.



What are some resources for seniors to 1) get internet access and 2) learn how to use technology for remote programs?

- [7 Sources of Low Cost Internet for Seniors](#) (specific to COVID-19)
- [Senior Planet](#) is hosting free online classes for older adults on topics including, introduction to social media, how to use zoom, and virtual social gatherings.
- [How to Become Tech Savvy Seniors in 10 Days](#)
- [AARP TEK workshops are free of charge to the public](#)
- [Instructions for Accessing Your Virtual Workshop through Zoom](#)
- **FREE App “Easy Tablet Help for Seniors”**: Available at no cost, in the Apple, Google Play, and Amazon App Stores. **Note:** There are no ads or in-app purchases. The interactive tutorial teaches:
 - **The basics:** Tapping a touchscreen, enlarging and shrinking a page, scrolling, location of buttons, how to navigate the the keyboard
 - **Internet safety, searching, and communicating:** Texting, video-calling (Zoom, FaceTime, Skype), getting a Gmail account or using an existing email account
 - **More:** How to use YouTube, the camera, attaching a photo to an email, apps, etc.
 - **Demo** www.generationsonline.org/gol4ipad

Other Resources

- [Frequently asked questions: COVID-19 and health promotion programs](#) – questions from community-based organizations on how they can continue offering health promotion programs during the pandemic.
- [Program updates from ACL CDMSE and Falls Prevention grantees during COVID-19](#) – grantees share their methods and solutions to offering health promotion programs online for their participants.
- [Frequently asked questions: data collection & management for health promotion programs during COVID-19](#) – learn how community-based organizations are collecting participant data during this time period.
- NCOA's Center for Healthy Aging has hosted weekly grand rounds webinar, sharing best practices for participant registration, virtual delivery platforms, data collection, and more. View the recordings [here](#).
- Rush University Medical Center developed step-by-step instructions to support participants accessing Zoom, a virtual platform. The guide can be downloaded [here](#) for community-based organizations to utilize.

Upcoming Webinars

The ‘New Normal’ Way of Providing Key Nutrition Services to Seniors

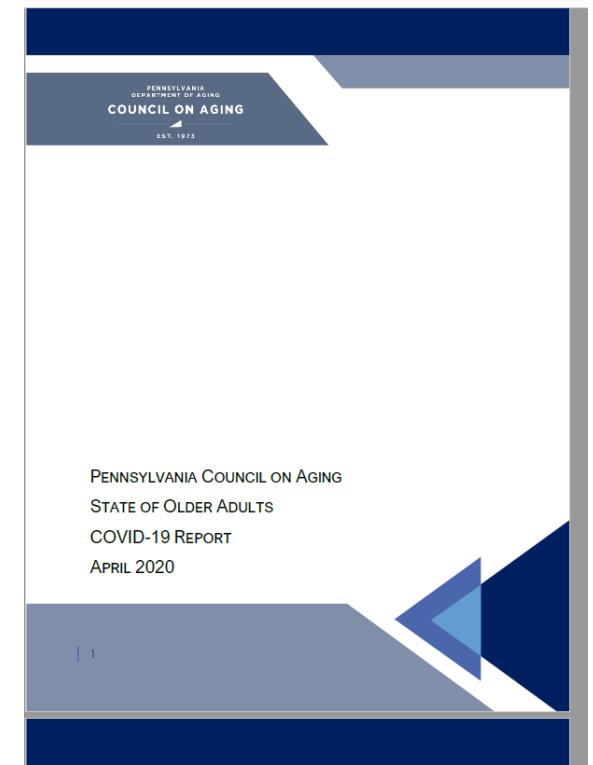
May 19th, 2020, 3:30pm ET; [Click here](#) to learn more and register

Establish a Volunteer led Social Wellness Call Program: Train the Trainer

The Motion Picture and Television Fund will offer a free training will provide guidance for starting a program, recruiting, marketing, policies and procedures, rules and regulations and reporting.

May 29, 1 to 3 p.m. ET Registration Link

https://ncoa.zoom.us/webinar/register/WN_dKR6AvKTSCWyFUQa4E8Rfw



SAVE THE DATE

AGE ACTION

JUNE 8–11, 2020
Virtual Conference

AgeAction.org



Share your senior
center strategies,
ideas & plans

- Email: Maureen.oleary@ncoa.org
- Or Scott.harlow@ncoa.org
- Go to: www.ncoacrossroads.org

