

September 23, 2020 – PUBLIC STATEMENT

Clermont Senior Services is vigilant in our commitment to the quality of life of older adults in Clermont County. By our very mission, our services are based upon the safety, well-being and protection of older adults living in Clermont County by providing a broad scope of home and community-based services, enabling older adults to remain in their own homes, and as active and independent as possible.

**Please be aware that as this situation changes, so will our decisions with regard to service delivery. Please frequently check this source for possible changes. New information will be placed in bold font for easier access to updates.**

Clermont Senior Services is engaging in regular communication with the local Health Department, the Council on Aging of Southwest Ohio and state departments, such as the Ohio Department of Aging and LeadingAge Ohio. The most recent developments are highlighted in yellow below.

- First and foremost, all critical home-based are operational. These programs include Home Care, Meals-on-Wheels, Transportation, Home Repair/Modification, Adult Protective Services and Guardianship Investigations.
- We are committed to assuring that older adults in Clermont County have the food and supplies they need in the event they, or someone they know, is unable to get it for them. Since March 16, we have added new seniors to the Meals-on-Wheels program at CSS. The week of March 30<sup>th</sup>, Clermont Senior Services distributed 14 Shelf Stable Meals to each Priority I Meals-on-Wheels customer. A second group of 14 day Shelf Stable Meals were provided to Meals-on-Wheels participants the week of April 27. These meals were intended for future use should services be forced to close completely for a specified period of time. A supply of frozen meals, for future use, were delivered to all Priority II and III Meals-on-Wheels customers. In addition, calls are screened by our Intake Department and referrals are made to local pantries, while others are processed by the Clermont Senior Services Emergency Pantry (see information regarding donations and distributions below). **Staff continues to monitor and work with Council on Aging to determine if additional shelf-stable meals should be considered.**
- Effective 3-16-2020, the Lois Brown Dale Adult Day Services Welcome Center closed to all customers. **Although Governor Mike DeWine has set a target date of re-opening for September 21, 2020, we are currently working through the newly-established Orders issued by the Governor's office and the Ohio Department of Aging. Lifelong Learning Centers do not have a customer testing requirement, but safe distancing, restricted contact activities and mask protocol will be in place. When we are fully prepared for compliance with the Governor's Orders, the Union Township and Miami Township Centers will re-open. No transportation will be provided inasmuch as the vehicles must be utilized to assure safe distancing carrying a limited number of passengers for medical runs and Adult Day Services Center participants. Please watch our website [www.clermontseniors.com](http://www.clermontseniors.com) for updates on the Miami Township and Union Township Center re-opening.**
- The Governor of the State of Ohio has also set a target date of September 21, 2020 for the reopening of Adult Day Services Centers. That being said, the Governor and the Ohio Department of Aging have just issued the Mandatory Orders for the reopening. Clermont Senior Services is in the process of working with health providers and consultants in order to comply with the mandatory restrictions and orders that the State has now issued. The most significant Order is **Pre-Opening Testing FOR BOTH ADULT DAY SERVICES PARTICIPANTS AND STAFF**. Inasmuch as this is logistically complicated by the testing factor, we are in the process of working through the testing process. Re-opening of the Lois Brown Dale Adult Day Welcome Center will be a deliberate process and customer families are being kept updated. **Staff will continue to check on active customers and keep families updated.**

- Staff must phone customers prior to any home visit/appointment, requesting information to help us better prepare for service. Those persons we serve are being asked to alert their case managers or specific departments (i.e. Transportation, Home Care, Meals-on-Wheels) if they are presenting any of the common symptoms, such as an elevated temperature, coughing, sneezing and/or shortness of breath.
- All seven senior housing communities operated by Clermont Senior Services are following precautionary guidelines and are not hosting events or activities in their respective community rooms. Further, there are limitations with regard to visits. All visitors are required to sign in upon entering a facility. Residents and their families are asked to call the Property Manager at the respective community for more information. All other *currently operating* services of Clermont Senior Services will continue for residents receiving services in the facilities (home care, transportation to medical appointments and meals-on-wheels).
- All employees and volunteers have received instructions and/or training on preventing the spread of COVID-19 [Coronavirus].
- Clermont Senior Services continues to accept donations and distribute items for/from a[n] Emergency COVID-19 Pantry, specifically intended to assist seniors in Clermont County during this crisis. Donations can be dropped off or picked up. For more specific locations and a list of priority items needed, or to request emergency supplies, please refer to our website, [www.clermontseniors.com](http://www.clermontseniors.com) or call 536.4002. To date, there have been 639 requests for emergency pantry items, specifically for COVID-19-related needs.
- Adult Protective Services referrals continue to be received and followed-up by investigation with regard to reported/referred cases of suspected elder abuse, neglect and exploitation. **Referrals remained consistent for all months, with approximately 41 to 45 referrals in each month, but sharply increased in July with 52 referrals. This is not unusual for July each year. There were 51 referrals in July of 2019.**
- The Guardianship Investigations conducted by contract with Clermont County Probate Court continue.
- In order to assist supporting those seniors who regularly attend the CSS Adult Day Services Center, and to help deter social isolation, Clermont Senior Services has started a series of interactive online activities and entertainment. Families and customers are contacted and advised of the availability of the opportunity and given instructions on accessing same through ZOOM. **Currently, Adult Day Services ZOOM calls are taking place twice weekly, offering activities for customers from ADS.**
- Extending our efforts to assist well and active seniors with social isolation, programming at the Lifelong Learning Centers is being provided in the same manner. Interactive online Cooking and Exercise/Wellness classes are currently being offered with more to come, as well as instructional videos. Please refer to [www.clermontseniors.com](http://www.clermontseniors.com) and navigate to Lifelong Learning for a calendar of scheduled programs. **Clermont Senior Services is also teaming-up with a number of other organizations offering virtual and/or online learning activities. Please refer to the Covid-19 tab on the website, where you will find links for other virtual opportunities. Those include:**
  - **Information for free courses at University of Cincinnati-Clermont**
  - **Alzheimer's Association of Greater Cincinnati presentations**
  - **Virtual Ohio Attractions**
  - **Links for the Library programs**
  - **We are posting videos to Facebook that feature volunteers (clay creations)**
- **For more information, call our Union Township Lifelong Learning Center at 947-7344.**
- **Staff participate in a number of committees and efforts throughout the County and in cooperation with the Clermont County Health District and Emergency Services.**

Anyone with any questions regarding this Public Statement, please call Clermont Senior Services at 724-1255.