March 17, 2020

Obviously, the situation around the COVID-19 corona virus is changing rapidly. The Lake County Council on Aging has taken proactive steps to protect the public’s health, our employees and volunteers. Like so many others, the agency has implemented rigorous procedural changes to its services in order to help prevent the spread of this virus. We will succeed, we will prevail and we will learn for the future.

Since early March we have taken steps to educate our staff on a daily basis in an attempt to limit community spread and ensure the health and safety of everyone involved. The Lake County Council on Aging plays an important role in our community and we care deeply for the critical population we serve, so closely identified with concerns of this virus.

Here is an overview of the initial changes to our protocols:

EAST AVENUE: Suspension of Walk-In Assistance
Effective immediately, LCCoA’s East Avenue facility is suspending all visitors to the building and walk-in assistance. Consumers should call the Council on Aging’s main number (440-205-8111) for more information on appointments over the phone.

MEALS ON WHEELS and CONGREGATE ‘LUNCH PLACE' SETTINGS
Our nutrition program remains fully operational this week (3/16 thru 3/20). Although all Lake County Senior Centers are closed, the Council on Aging Kitchen Staff is preparing lunches every day for Meals on Wheels delivery. A drive-up service has been initiated at nutrition sites for those consumers who made congregate ‘Lunch Place’ reservations for meals this week, in order for them to pick up their meal. Those consumers who regularly take Laketran to ‘Lunch Place’ nutrition sites will be transitioned temporarily to new congregate delivery routes to deliver the meal to their home.

Next week this process will most likely change with a multi-pack of food provided.

Our priority at this time remains with those consumers who are currently registered with our meal service delivery.

SOCIAL WORK
The Social Work Department has suspended all home visits until further notice. New
referrals will be assessed case by case by the Program Manager to determine whether services can be rendered. If needed, assessments will also be completed by phone and release of information forms will be mailed with a return stamped envelope.

AGING AND DISABILITY RESOURCE CENTER
ALL Outreach services and home visits have been suspended until further notice.

The ADRC will continue to take referrals for Council on Aging services, but please know that there will most likely be a delay in setting up service since home visits are canceled.

HOMEMAKER
The Homemaker program has been suspended until further notice.

NON-MEDICAL IN-HOME SERVICES
The Non-Medical In-Home Services program has been suspended until further notice.

HELP EQUIPMENT
ALL donations of medical equipment are being suspended until further notice. Consumers may pick up equipment, but are asked to call ahead to give an approximate time of arrival. Council on Aging staff will walk equipment to the car, with appropriate safety gear.

FRIENDLY VISITOR PROGRAM
Friendly Visitor Volunteers have been asked to stop visiting in person and instead to visit by phone until further notice.

GROCERY SHOPPER PROGRAM
Grocery Shopper Volunteers have been asked to stop until further notice. Since grocery shopping can be an essential service, Council on Aging Social Workers will assume responsibilities temporarily.

AGENCY OFFICE VOLUNTEERS
Agency volunteers who provide assistance to our East Avenue office are not to report to the agency until further notice.

GAP CLINIC / LAKE HEALTH and COA
The GAP clinic will continue to see new patients and conduct family meetings. The protocol will be to take everyone’s temperature before entering the facility and anyone with a temperature will directed to an isolation room where other precautions will be taken.

We recognize this is a challenging time for all, and we remain deeply committed to the safety of our senior population, employees and communities.

Visit our website at www.lccoa.org