

March 12, 2020 - KENNETT AREA SENIOR CENTER ANNOUNCEMENT REGARDING TEMPORARY SUSPENSION OF MOST OPERATIONS

Novel Coronavirus (COVID-19) Emergency Response Planning

The situation around Novel Coronavirus (COVID-19) changes almost hourly and the Kennett Area Senior Center continues to take proactive steps to be prepared for any possible outbreak and to keep our employees, volunteers, and guests informed, healthy, and safe.

As such, the Kennett Area Senior Center will remain vigilant in monitoring COVID-19 at the local and state-level to remain up-to-date on any local or state response and will engage in proactive prevention measures and respond in the event of a COVID-19 outbreak within the Kennett Area Senior Center.

GREATER RISK TO OLDER ADULTS

According to the CDC, early data suggest older Starting at age 60, there is an increasing risk of disease and the risk increases with age. The highest risk of serious illness and death is in people older than 80 years. People with serious underlying health conditions also are more likely to develop serious outcomes including death. (CDC Telebriefing March 10, 2020). These conditions include Heart Disease, Diabetes and Lung Disease.

This is likely because as people age, their immune systems change, making it harder for their body to fight off diseases and infection, and because many older adults are also more likely to have underlying health conditions that make it harder to cope with and recover from illness. Age increases the risk that the respiratory system or lungs will shut down when an older person has COVID-19 disease.

That's why the CDC suggests that people at higher risk take the following actions:

- Stay at home as much as possible.
- Make sure you have access to several weeks of medications, food, and supplies in case you need to stay home for prolonged periods of time.
- When you go out in public, keep away from others who are sick, limit close contact, and wash your hands often.
- Avoid crowds.

<https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/high-risk-complications.html>

IMPORTANT CENTER OPERATIONS INFORMATION

We are writing to you today to update you on the steps we are taking to do our part to prevent the spread of COVID-19 to the extent possible. Our Board of Director Officers along with our staff leadership has been communicating daily to evaluate the current situation which changes hourly. At the foremost of our conversations regarding operations and options has been the

health and safety of KASC participants, volunteers and staff. As a result of these discussions, and as a preventative measure, we are taking the following steps:

Effective Friday, March 13, 2020, all programs and activities of the Center, with the exception of the congregate meal program, will be suspended until further notice. This includes all special events and routine daily, weekly or monthly programs. Our Assisted Senior Respite Care program is included in this temporary suspension. Operation of the Kennett Resale Book Shoppe is also included in this temporary suspension. Facilitators, caregivers, volunteers, instructors and to the greatest extent possible, participants in programs, will be directly notified of this temporary suspension of activities.

Effective Friday, March 13, 2020, the use of KASC's facilities by all outside parties will be suspended until further notice. All AARP tax service recipients with appointments scheduled for Friday, March 13th will be notified via the phone contact phone number they provided and via e-mail. Outside parties includes any outside organization, business or person who one time only or who regularly rents or utilizes space at KASC. Those individuals, organizations and businesses will be contacted directly to inform them of this change.

Effective Friday, March 13, 2020, visits to the building by certain other individuals will be restricted. The only vendors/providers/inspectors permitted in the building will be for emergency/urgent service and those from whom we are required to receive services. These include vendors/providers/inspectors related to the health and sanitation of our building as well as vendors/inspectors/monitors whose visits are or may be mandated by Kennett Borough, the Chester County Department of Aging Services, and the Chester County Department of Health.

CONGREGATE MEAL PROGRAM DETAIL: Check our phone message BEFORE departing your home for congregate meal attendance. The status may change quickly, possibly as early as this afternoon.

For as long as KASC remains open and for as long as the Chester County Department of Aging Services and the food provider continue this service, daily lunch will continue to be served at 12 p.m. Participants who do not rely upon Rover to transport them to the center and who have pre-registered to eat lunch are welcome to arrive at the center at 11:45 and to depart immediately after lunch. We recognize that some of our participants rely solely upon Rover to transport them to the Center and that the Rover schedule for drop off and pick up is not within the participant's control. We will be prepared to receive those participants at the usual times and our building will be open only for those participants until their respective Rover vans arrive to take them home. Those attending the center for lunch will be restricted to the main hall and to utilizing the 2 bathrooms in the main hall way. Entrance to any other areas of the senior center will be prohibited. Seating which gives distance between lunch participants will be arranged. Please see below information regarding daily screening before building entry.

We are required to order lunches from the food provider by Tuesday of each week for the FOLLOWING week. Registration for lunches for the week of March 16th has already been completed. Lunch registration beyond that will need to be completed via phone for those who will not be in the center on March 16th or 17th to register in person. If you receive a voicemail message when you call to register, please leave your name, your phone number and the dates you will be attending lunch.

KENNETT RESALE BOOK SHOPPE PROGRAM DETAIL: Our Book Shoppe is staffed by one part time manager. Nearly all coverage for retail sales and other necessary functions during the days/times that we are open is provided by an amazing team of volunteers, most of whom are age 60 plus. As a precaution and, to the greatest extent possible, minimize their risk of exposure to COVID-19 we are making the decision to temporarily close the Book Shoppe. Donations of books will not be accepted during the temporary closure.

DONATIONS TO THE CENTER: The receipt of in-kind donations to the center will not be accepted during the temporary closure. Our volunteers who manage the sorting, cleaning and storage of these items will not be available to perform the work during this time.

FOOD BOX PROGRAM: Food box recipients will be notified that an appointment will be necessary to pick up their food boxes.

FRIENDLY VISITORS VIA PHONE – During our period of closure we will be creating a network of staff and volunteers to call certain center participants who may benefit from a “check-in” call just to say hello. This will not be a network for updates, but just to say hello and address any needs the participant may have.

VOICEMAIL NOTIFICATION OF UPDATES: We anticipate an extremely high volume of calls during this period of temporary suspension. To the greatest extent possible, we will utilize our telephone message system to provide recorded updates. If you request a return call, we will make every effort to return calls within 48 hours, however we appreciate your patience if it takes us longer.

BUSINESS HOURS: Our business hours will continue to be from 8:00 a.m. to 5:00 p.m., however our building will only be open to staff only outside of the congregate meal time.

UPDATES – Many of our participants do not have access to e-mail, however we will also provide e-mail updates to those for whom we have an e-mail address. To be added to receive e-mail updates, please send your request, including your full name, your phone number and your relationship to the Center to sdamico@kennettcenter.org

OUR COLLABORATORS – We will be reaching out to provide information to each of our partner/collaborator organizations.

We will update our Facebook Page (<https://www.facebook.com/KennettSeniorCenter/>) and Website (www.kennettcenter.org) as new information becomes available.

We will provide updates via the message on our phone system.

ENTRY TO BUILDING FOR EVERY INDIVIDUAL

Effective immediately, Kennett Area Senior Center will implement the following proactive procedures:

- Strictly enforce 'single point of entry:' all staff and visitors will enter and leave through the front door of the building to be screened. The Wendel Room door is kept locked from the outside, however occasionally participants open the door for others. To minimize this from happening, signs shall be placed on the Wendel Room door (interior and exterior views) indicating that no entry shall be permitted.
 - Center staff will be scheduled for shifts to:
 - Inquire on general health (ask about symptoms: fever above 100.4, coughing, sneezing, shortness of breath)
 - Inquire about any flu-like symptoms or recent diagnosis of flu or other respiratory infection
 - Screening for fever with digital non-touch forehead thermometer.
 - Inquire about recent domestic and international travel destinations
 - Provide hand sanitizer, guide with instruction about proper use and observe the application of hand sanitization.
 - Provide the individual with a form requiring information including current contact information, address, the name and contact information for primary and secondary emergency contacts. Completion of the form will be required prior to participation in center activities. The information from the form shall be stored and referenced to ensure it was completed before a second visit to the center.
 - Remind the individual that no hugging, kissing or handshaking, sharing of cups, utensils, food etc. permitted while in the center.
- Refusal to cooperate in proactive screening will result in denied access.
- Any staff, volunteers, guests or visitors appearing to be symptomatic or ill will be directed to the executive director for final determination on entry.
- Anyone determined to be symptomatic will be asked to leave and recommended to seek medical advice.
- Anyone denied entry and requiring transportation assistance will be directed to the isolation room. (Center of Building Office) to wait for transportation. The isolation room will be for symptomatic or ill persons and attending staff only – no guests or visitors will be permitted.
- Prior to entry, all staff and visitors will sanitize hands with hand sanitizer

Isolation

- The Center of Building Office will be mandated for isolation in the event that isolation of staff, volunteers, visitors or guests becomes necessary.
- Gloves and sanitizing supplies will be available on the rolling card in the Rotary Room; after any use, the isolation room and all furnishing will be cleaned and sanitized.

ONGOING MONITORING – Our Board of Directors and staff leadership will continue to vigilantly monitor, plan and update as needed with the goal of returning to full operations as soon as possible.

We thank all of you for your support of the Kennett Area Senior Center and the Kennett Square Resale Book Shoppe during this difficult time. We will miss seeing many of you and look forward to re-opening for full operations as the soonest possible time.

THIS CURRENT PLAN IS SUBJECT TO CHANGE AT ANY TIME.

IMPORTANT CONTACT NUMBERS

Important County Offices (Visit www.chesco.org for all options)

Chester County Department of Aging Services - 610-344-6350

Chester County Department of Health - 610-344-6225

Chester County Emergency Services - 610-344-5000

(This is not 9-1-1, Emergency Services provides safety and security information and updates to Chester County Residents)

CC APPRISE Hotline www.chesco.org/477/Apprise-Medicare-Counseling - 610-344-5004

Medicare Hotline - 1-800-633-4227

ROVER Community Transportation Services - 484-696-3854

Emergency Food Locations

Kennett Area Community Services – 610-925-3556 (<https://www.kacsonline.net/>)

(Food, housing and crisis services)

Chester County Food Bank - 610-873-6000 www.chestercountyfoodbank.org

Representatives

Senator Andy Dinniman – 610-692-2112

Representative Christine Sappey- 484-200-8264

Information and Additional Resources

Centers for Disease Control - What You Need to Know About Coronavirus COVID-19

<https://www.agcharter.org/common/pages/DisplayFile.aspx?itemId=13210793>

Chester County Health Department - Coronavirus Flyer: Be Informed, Be Prepared

<https://www.agcharter.org/common/pages/DisplayFile.aspx?itemId=13210791>

Websites

Centers for Disease Control - Coronavirus Disease 2019 (COVID-19) Webpage

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Centers for Disease Control - When and How to Wash Your Hands Webpage

<https://www.cdc.gov/handwashing/when-how-handwashing.html>

Chester County Health Department - Coronavirus COVID-19 Webpage

<https://www.chesco.org/4376/Coronavirus-COVID-19>

Pennsylvania Department of Health - Coronavirus Webpage

<https://www.health.pa.gov/topics/disease/Pages/Coronavirus.aspx>

World Health Organization - Coronavirus Disease (COVID-19) Outbreak Webpage

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>