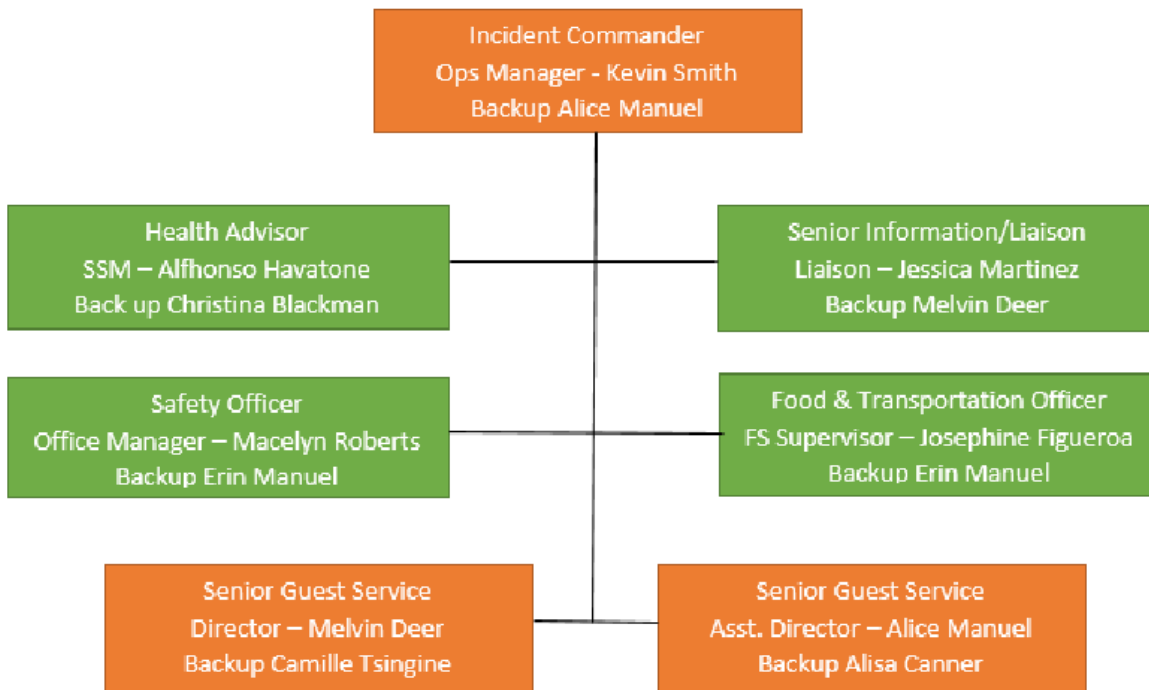


SENIOR SERVICES DIVISION STATUS

SSD EAP – COVID-19 Specific ORG CHART



ADMINISTRATION

- Notary service is still provided *at the senior center main office (Salt River)*
- Front office open

RECREATION

- All events, activity and crafts have been postponed at this time.

SUPPORT SERVICES

- Social Worker Case Management will be limited and provided via phone.
 - Initial Intake Assessment Coordinator will continue to receive referrals and conduct the Initial Assessment process by phone. The Coordinator will complete a check in with client (if client and any household members are sick to obtain signatures (area highlighted) on documents for the client. Coordinator will schedule a home visit to obtain signature not taking more than 5 minutes.
 - Social Worker Case Management is limited on a case by case depending if client, or any household members are sick. Social Worker will continue to coordinate care via phone. Social Worker will continue to coordinate Annual Assessments by phone. Social workers will complete

SENIOR SERVICES DIVISION STATUS

a check in with client (if client and any household members are sick to obtain signatures (highlighted area) on documents for the client. Social Worker will schedule a home visit to obtain signature not taking more than 5 minutes. Other case management services will depend on availability if other agency is operable.

- Adult Protective Services initial respond will be by phone and coordinating contact is limited if client and client's family is sick. APS will then need to facilitate their investigation via telephone.
- Caregiver will be available by phone and will conduct phone follow ups to check on her assigned Caregivers.
- All activity to be documented in the electronic system for understanding Social Worker service delivery.

HOME CARE PROGRAM

- We are encouraging family provide care at this time but we understand if they are unable to – HCA program will provide services under the following conditions:
 - HCA or HCA household: HCA will be sent home if they are sick or anyone in their household - we may have a shortage of staff during this time and may not be able to provide coverage if that occur.
 - Client or Client household: will not be able to provide services if client is sick or anyone in the household is sick.
 - HCA Transport: limited to routine doctor's appointment and essential shopping: shopping must be approved by Supervisor(s).

FOOD PROGRAM

- Congregate dining in the centers has been postponed at this time.
- Food services will offer deliveries of meals within the community boundaries only.
- We will be providing meal pickups at Salt River and Lehi locations from 11:30-12:30
- Meals will consist of lunch and cold breakfast for the following day.

TRANSPORTATION

- Only medical appointment transportation requests will be taken at this time and are subject to approval.
 - We are asking seniors and clients not to schedule transportation if you are experiencing any type of illness such as cold or flu.