



COVID-19 Crisis Response: Resident Services
Thursday, March 26th, 2020 - 2:00 – 3:30 EDT
AGENDA

Welcome/Overview – Samantha Brown

- **Objective of the Meeting:** To provide a forum for HPN member staff to discuss COVID-19 impacts on resident services delivery, challenges, and methods to address/overcome those challenges.
- **Housekeeping and Logistics:** Omayra Colon
- **Brief Overview of Types Topics for Discussion:** Delivering services remotely, continuing operations, handling staff shortages, resident health and safety, caring for seniors, and employment services.

Member Response/Approach to COVID-19 Impact

- Kristin Taylor, EAH Housing
- Nikki Ramirez, Chicanos Por La Causa

Facilitated Discussion – Samantha Brown

Resources

- [Preventing the Spread of COVID-19 in Retirement Communities and Independent Living Facilities \(Interim Guidance\)](#)
- Food distribution guidance from Mercy Housing (attached)

Looking Ahead – Topics and Areas of Focus

Next Steps

