



Serving Detroit, Hamtramck, Harper Woods, Highland Park & the 5 Grosse Pointes

1333 Brewery Park Blvd. Ste. 200 | Detroit MI 48207 | 313-446-4444

www.DetroitSeniorSolution.org

Detroit Area Agency on Aging:

The Impact of COVID-19 on Those We Serve

*We've combined service and compassion for 40 years
See how we're keeping our network working*

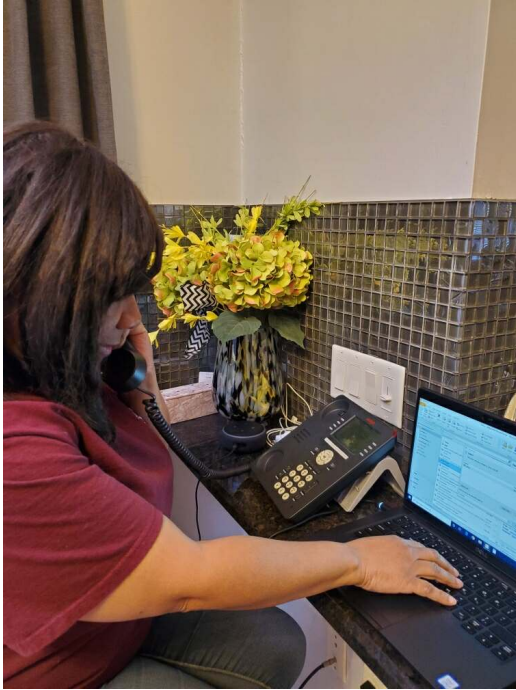
"You just call on me brother, when you need a hand...."

Legendary singer Bill Withers died last week and the powerful lyrics of his 1971 release of *Lean on Me* have always been an anthem for the Detroit Area Agency on Aging (DAAA) and its community. We are the go-to agency for seniors and disabled adults in Detroit, Highland Park, Hamtramck, Harper Woods and the five Grosse Pointes.

We continue to strive to fully serve our constituents, while supporting our network partners and DAAA Team members. We are in business to serve the community and solve a multitude of problems, and we intend to exceed expectations during the COVID-19 pandemic.

A Big THANK YOU goes out to our unsung (s)heroes, our direct care workers that are still caring for our at risk seniors. Our providers have continued to provide care in the home setting for those most in need. In addition, our transportation providers continue to get our constituents to their life saving dialysis and doctor appointments. In the aging network, they

are on the front-line to serve people who have no other options for care. We value them, and we commend them for their service!



We are as close as a telephone.

Our trained Information & Assistance Team members are answering phones; live (weekdays, from 8:30 a.m. to 5:00 p.m.). They go above and beyond to ask key questions to identify the need for additional services DAAA might provide. People are surprised to get help they didn't ask for.

The people *we* call are grateful for the wellness checks & to be remembered.

- DAAA Team members and network partners are *placing* calls to program participants and people waiting for services, while home-visits are on hold for safety reasons during the COVID-19 pandemic.
- Nutrition assessors, social workers and nurses stay connected to the people they serve with frequent calls to each of them. Nearly 600 individuals, served by DAAA, live alone with no family or friends to depend on. For them, the calls are lifelines.
- On a recent call, a woman on our waitlist couldn't catch her breath, and our Team member called EMS as well as her apartment building manager. That call was life-saving.



Our home-delivered and community meals continue – and the number of meals and people served continues to increase.

- When we shifted to frozen meals for safety reasons, we were able to direct the savings into the provision of more meals.
- Working with the City of Detroit Department of Recreation, faith-based entities and other community-based organizations we have been able to establish drive-thru nutrition sites where individuals can receive meals and/or commodities.
- Charitable contributions make meals available to a greater number of people.

Technology is keeping us more connected, more frequently:

The addition of software and hardware make it possible for our entire staff to work remotely. These upgrades have allowed our agency to work virtually and continue to engage and respond to our community in real time.

The community wins when stakeholders collaborate.

- Providers, Detroit Health Department representatives and DAAA leadership engage weekly via Zoom.
- DAAA has been able to respond to their shared need for more personal protective equipment (PPEs) through these calls.
- Knowledge related to obtaining prescriptions, nursing home protocols and best practices have been shared.

We're identifying ways to be more nimble and resourceful.

- Getting groceries to those in need means working with

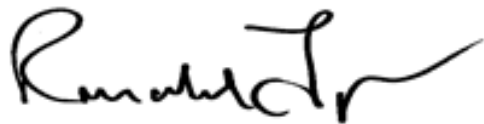
other community stakeholders for a shared tool to track what's available and where, like fresh fruits and vegetables, and how to get it delivered.

- Working with the Michigan Department of Health & Human Services - Aging and Adult Services Agency, and with the other 15 Area Agencies on Aging in Michigan, collective strategies are in place to address protocols without losing service to Michigan seniors.

Much about our future is uncertain because of COVID-19, yet the spirit of goodwill has really helped galvanize the resiliency and efforts of the Detroit regional aging network. Many thanks go to the civic-minded and community-oriented businesses and individuals who have reached out to support the seniors residing in the metro Detroit area...just to name a few - United Way for Southeastern Michigan, DTE Foundation, Quicken Loans, Life for Relief and Development, Community Foundation of SEMI, SAY Detroit (Mitch Albom Foundation), Ford Motor Company Fund and Mercedes-Benz Financial Services.

Let's continue to Lean on one another.

*We are **Stronger and Better** when we all work **Together!***

A handwritten signature in black ink, appearing to read "Ronald S. Taylor". The signature is fluid and cursive, with a prominent initial "R" and a long, sweeping tail.

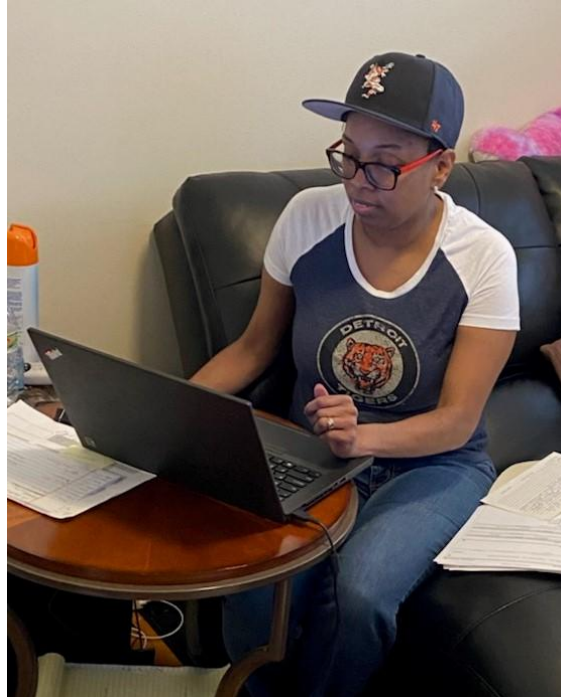
Ronald S. Taylor
President & CEO

WE SALUTE HEALTHCARE WORKERS



#StopTheSpread





LOOKING FOR ANSWERS?

We continue to serve.

The Detroit Area Agency on Aging phone lines remain open to serve our customers in light of COVID-19.

(MONDAY - FRIDAY)

Open: 8:30 AM

Close: 5:00 PM

THE SENIOR Solution

Detroit Area Agency on Aging
The Senior Solution

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What is Quarantine?

Quarantines are put on groups and communities to separate and restrict the movement of people who were exposed to a contagious disease to see if they become sick.



#StopTheSpread
Source: www.npr.org



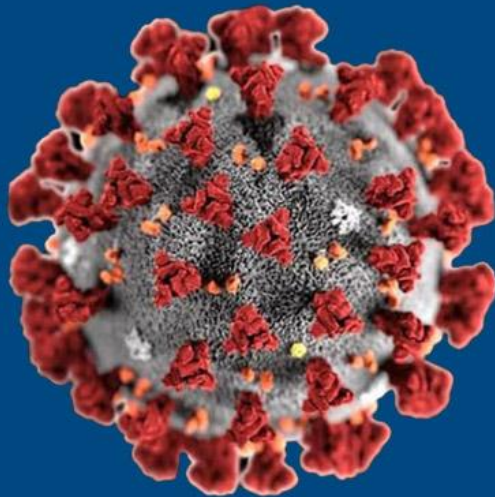
What is Physical Distancing?

Social distancing should be practiced by everyone, whether or not exposed to the virus.

This broad set of measures includes avoiding hand shakes, crowds, staying at least 2 meters (6 feet) away from people, and, most importantly, staying at home if you feel sick.



#StopTheSpread
Source: www.npr.org



COVID-19 RESOURCES

Michigan COVID-19 Pandemic Resource Guide

DTE's shutoff policy for non-payment will be suspended for low-income customers until April 30th. **Click here for informational flyers in English, Spanish, and Arabic .**

DTE is committed to Public Safety and Uninterrupted Service, **click here for more information.**



DTE Energy®

STRONGER TOGETHER

DAAA is grateful. Thanks to the generous contributions of these amazing donors allowing us expand our service during a crisis we never could have imagined...just to name a few.



**United Way
for Southeastern Michigan**



Community Foundation

FOR SOUTHEAST MICHIGAN



DTE Energy[®]
Foundation

Quicken Loans[®]

Community Fund



Mercedes-Benz
Financial Services



WORLD MEDICAL RELIEF™
Serving the Sick and Poor Locally, Nationally,
and Internationally since 1953

The 2020 CENSUS MATTERS to the some 150,000 people age 60 and over who live in our region - **Detroit, Hamtramck, Harper Woods, Highland Park, and the five Grosse Pointes**, that we serve through our programs and services.

Thank you for completing your census today!
The Census will not be postponed. Please support your non-

profits, local schools and government agencies that provide essential services to your community by completing your 2020 Census.

Online: www.2020Census.gov

Phone Call: 844-330-2020

Mail: Send in your questionnaire today.



**BE COUNTED
DETROIT 2020**



Online By Phone By Mail

[Click here & Complete 2020 Census](#)

SOMETHING TO LOOK FORWARD TO



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RUNNING OUR RACE



Select DAAA as your marathon charity and help us run our race to support seniors!



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