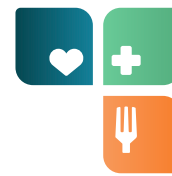


# Year-End Impact Report 2019-2020



**Visiting Nurse  
Association**

Meals on Wheels  
Hospice & Palliative Care



## COVID ADJUSTMENTS:

The COVID-19 crisis required rapid adjustments to VNA's standard practices, including reducing in-person Meals on Wheels deliveries and limiting clinical staff visits to patients. VNA quickly changed meal delivery to once a week, offering one hot meal and shelf-stable meals for the remaining weekdays. With the highly adaptable VNA technology, "virtual deliveries" were implemented on non-delivery days, ensuring seniors had a friendly phone visit and a daily safety check. Virtual deliveries also allowed volunteers and staff to obtain information regarding additional client needs such as utility and medication assistance, necessities such as toiletries and fans, or a check-in from one of the VNA Meals on Wheels RN Nurse Navigators. Since early March, VNA has made more than 400 referrals for other needed services and delivered 270 bags of toiletries to our highest-need clients.

## FEEDING MORE SENIORS:

Following the lockdown imposed as a result of COVID-19, VNA quickly saw an increased need for home-delivered meals from vulnerable Dallas County seniors. Prior to the COVID crisis, VNA had a waiting list with approximately 500 individuals. Soon after, the list had grown by 40% to more than 700 hungry elderly neighbors. With the support of dedicated donors and a partnership with the Dallas Area Agency on Aging, VNA was able to remove 500 seniors from the waiting list and remains committed to adding more as funding allows. VNA will continue delivering food and friendship to those who need it most.



## COMMUNITY PARTNERSHIPS:

VNA was founded with the help of community and faith-based organizations, and our commitment to partnering with other agencies to meet the full scope of patient and client needs remains strong. Amidst the pandemic, VNA answered the call to meet the growing needs of our community. VNA partnered with the City of Dallas to prepare more than 65,000 meals for the homeless. The VNA Pet Care Program is partnering with various animal service organizations to deliver pet food for our clients' furry friends while ensuring the safety of volunteers and clients. Additionally, our partnership with the USDA provided our highest-risk clients with fresh produce as a supplement to their nutritious meals. Countless volunteer groups and committed individuals graciously donated large quantities of cloth masks and fabric kits to provide every client with a mask to help keep them safe.

## CLINICAL CARE:

Adjustments to the standard practices of the VNA Hospice and Palliative Care clinical team are critical at this time. VNA has been committed to continuing to provide care while helping prevent the spread of infection. Through the use of telehealth, which was granted by Medicare as an emergency waiver in 2020 to help meet the needs of patients when in-person visits are not the safest way to provide care, VNA has been able to seamlessly provide care to more than 400 hospice and palliative care patients during the pandemic. As the virus continues to spread, reductions in visitation have been imposed by nursing homes and long-term care facilities, limiting clinical staff from entering to care for patients. With the flexible use of hospice staff during the pandemic, VNA has been able maintain employment for all staff during this unprecedented time.

