

The Upside Of Aging

Volume 6, Issue 4

Staffing Shortages

April 2022

As you may have seen in the news, many employers in the country have been experiencing staff shortages. The Commission on Aging is currently short-staffed and we are having challenges finding qualified applicants for our in-home services job openings.

In order to continue to serve all current COA clients, we have found it necessary to review the amount of service each COA client currently receives. In those instances when clients have been receiving service in excess of the COA standards for amount of service in each program, we have been reducing the number and length of some scheduled appointments.

We thank you for your patience as we work through the staffing challenges we are experiencing. We appreciate how understanding our clients have been when we have called to reduce their current service levels. Rest assured we are working hard to hire additional excellent in-home service staff!



When Services are on Hold for More than 30 Days...

When a COA client cancels appointments or is away from home for 30 days or less (in the hospital, rehab, or on vacation, etc.) the COA puts that client's services on hold. In order for clients to receive the same COA worker when they return home, we do not permanently fill the cancellation spot on the worker's schedule. When the client returns home within 30 days, the same worker and schedule will be resumed.

The COA cannot hold spots open on worker schedules for more than 30 days. When a client has been gone from home for more than 30 days, the worker's schedule is cancelled and the client is required to go on our waitlist for the service. There is no guarantee of receiving the previous worker when a client comes off of the waitlist to receive services again.

Just a friendly reminder...

- > COA will be closed Friday, **April 15** for the Good Friday holiday
- > Sunday, **April 18** - Easter
- > Sunday, **May 8** - Mother's Day

Reminder: COA office is closed for lunch between 12-1pm



Spring Leaf Removal

Because the leaves came down so late last fall we were unable to complete all of our leaf removal jobs for clients. We appreciate your patience as we work to get those caught up during April and May, weather permitting.

We will be working on yards in the City of Traverse City within their timeline for leaf pickup, which begins April 11 on the west side and moving eastward over a period of 5 to 7 days. All other areas will be completed prior to the start of mowing in late spring.

Snow Birds

If you are back from the sunny south, please call our office to let us know so we can update your billing address and put you back on the waitlist. Call (231) 922-4688 Thank you!



IMPORTANT: Call our office (*not your worker*) to cancel your scheduled appointment if you are ill, have been tested for COVID-19, or have been asked to quarantine. We would appreciate any details you can give us, such as date of testing and quarantine period. Please call within 48 hours if you need to cancel for any reason, such as a doctor's appt. Call or leave a message at: (231) 922-4688.

Kudos Winners!

Deb S - March winner
Scott C - March winner



May Staff Birthdays and Anniversaries

Birthdays

Cheryl H - 05/01
Cyndie F - 05/05
Lisa F - 05/09
Deb S - 05/18
Liz P - 05/25
Clarissa F - 05/31



Anniversaries

Tara N - 05/03 - 1 yr
Patti B - 05/07 - 15 yrs
Brenda V - 05/30 - 16 yrs