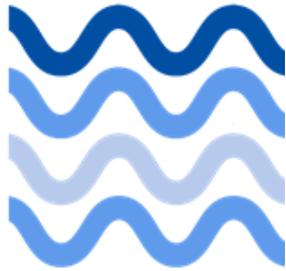


**WAVE**  
**Washington Area**  
**Villages Exchange**



# Rising to the Challenge: How Villages Supported Their Members and Communities during COVID

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# Village Responses to Pandemic/Restrictions

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## Pandemic Support

- Support for members through continued services and social events
- Pandemic-specific support for members and community

## Opportunities for Future Planning

- Collaboration with other villages and community partners
- Online options for member activities

# Characteristics of Village Survey Respondents

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## Around the DMV

- Maryland (53%), Virginia (25%), DC (22%)

## Membership size

- 51-100 (25%), “other” size (22%), 101-150 (17%)

## Village staffing

- All-volunteer run (42%) or part-time staff only (31%)

# Services Provided During Pandemic

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## **Top services provided by villages**

Check-in calls (83%)\*

Shopping/errands (81%)\*

Transportation (72%)\*

Tech help (64%)

Referrals/outside service providers (64%)

Meal delivery (53%)

\*greatest change in member requests for service

# Social Activities During Pandemic

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## **Top online social events offered by villages**

Classes/Educational programs (77%)

Speaker series (63%)

Conversation-based activities and coffees (58% and 42%)

Book clubs (47%)

Exercise activities (44%)

Virtual outings to museums/theater/music (42%)

# Pandemic-Specific Support: Members

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**86%** provided pandemic-specific support to their members

## Top Supports

- Regular updates on pandemic/public health restrictions (97%)
- Vaccine-related support (general information, help making appointments, transportation to appointments) (97% info; 84% make appt; 87% transport)
- Providing PPE (such as masks, gloves, hand sanitizer) (77%)
- Regular phone check-ins (77%)
- Training on tech to address isolation (such as Zoom or Facetime) (68%)

# Pandemic-Specific Support: Community

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**75%** provided pandemic-specific support to older adults in their community

## Top Supports

- Regular updates on pandemic/public health restrictions (70%)
- Vaccine information (and help making appointments) (63% info; 48% appts)
- Low-cost/free memberships (63%)
- Providing PPE (such as masks, gloves, hand sanitizer) (52%)

# Opportunities from Pandemic Response

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## **Opportunities for Collaboration**

- Other villages – local (75%) and within DMV (47%)
- Older adult community organizations (53%)
- General community organizations (44%)

# Opportunities from Pandemic Response

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## **Opportunities for Collaboration**

## **Opportunities for Online Activity Options**

Top motivations for online options

- accessibility for members (70%)
- flexibility during inclement weather (61%)
- ability to share event more widely with other villages/organizations (56%)
- member interest in online options (50%)

# Summary

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During pandemic restrictions – villages rose to meet this challenge and provided a range of support not for only their members but the larger community

- Villages provided **needed services** such as check ins, shopping, and transportation
- Villages provided **social outlets** via online events such as classes, speakers, and conversation opportunities
- Villages provided **community resources** by helping older adults stay informed and stay safe
- Pandemic response **created opportunities** for collaborations with other villages and community groups and for future online events

# Questions

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