

SENIOR COMMUNITIES

resiliency

Wellness Through Design

NOURISHMENT + AIR + LIGHT + FITNESS + COMFORT



Ankrom Moisan

{ PHYSICAL INFRASTRUCTURE }

{ OPERATIONS }



{ MARKET NEEDS }

We design for wellness by finding opportunities to adapt while maintaining physical infrastructure, operations, and marketing. Wellness relies on constant attention with periodic adaptations, so we've divided our insights into two operational tracks: Normal and Adaptive.

NOURISHMENT

CONNECTION AND CHOICE







Sharing meals can support social wellness, both physical and emotional. Our design insights acknowledge both truths, safely encouraging the healing aspects of communal meals while offering a variety of options. Spatial redundancies—multiple dining venues, for example—and operational flexibilities—like easily rearranged seating—supports safer, more diverse, and more resilient food services for senior living campuses.

- 1.1** MULTIPLE DINING VENUES
- 1.2** FLEXIBLE SEATING ARRANGEMENTS
- 1.3** PREPARED MEAL PICK-UP AND DELIVERY
- 1.4** INTEGRATED TECHNOLOGIES
- 1.5** POP-UP DINING
- 1.6** OUTDOOR DINING

NORMAL OPERATIONS

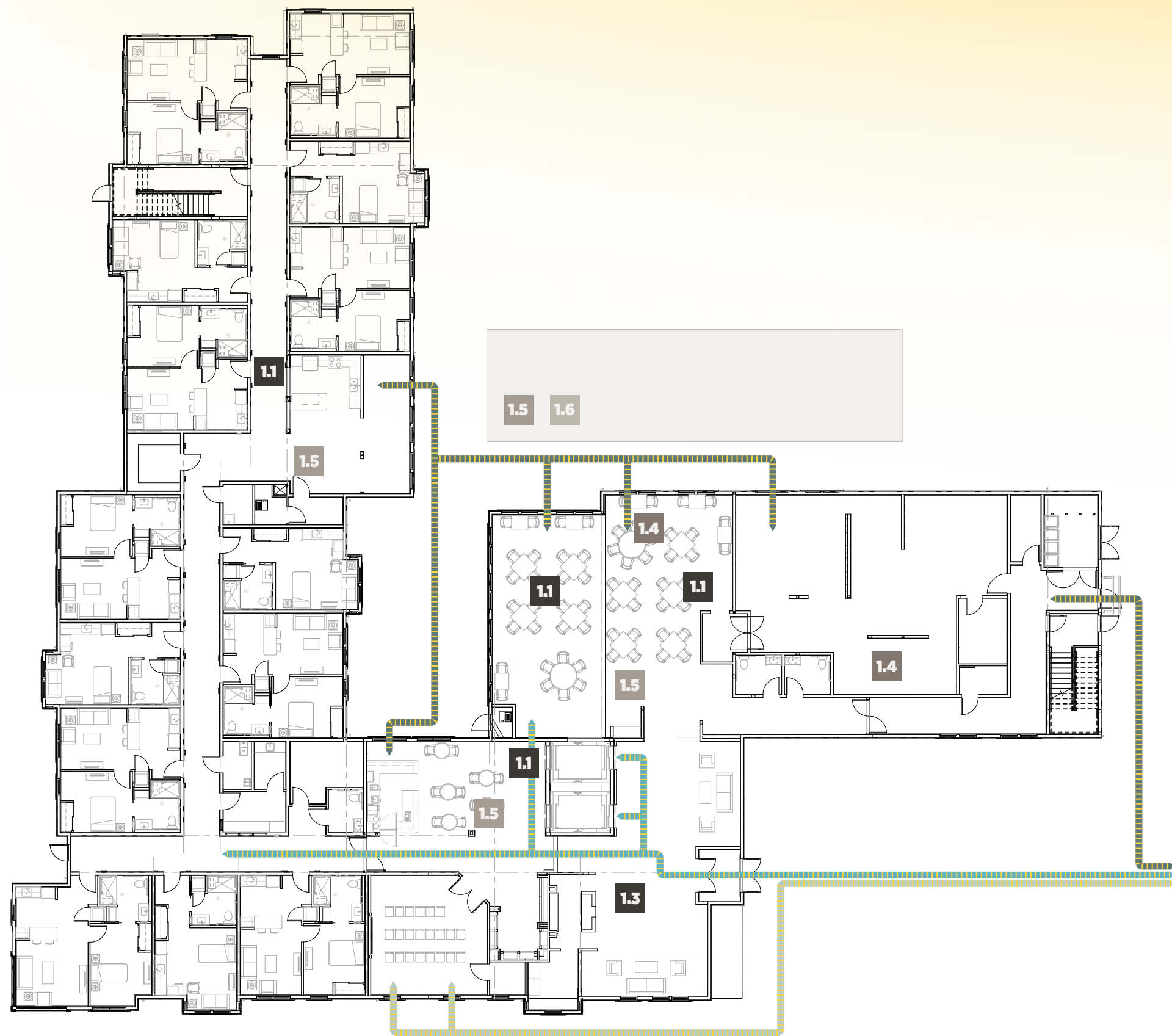
During normal times, residents, staff, and guests can readily and safely cross paths as they gather for meals.

PATHS OF TRAVEL

-  **RESIDENT: NORMAL**
-  **RESIDENT: ALTERNATE**
-  **STAFF: NORMAL**
-  **STAFF: ALTERNATE**
-  **GUEST: NORMAL**
-  **GUEST: ALTERNATE**

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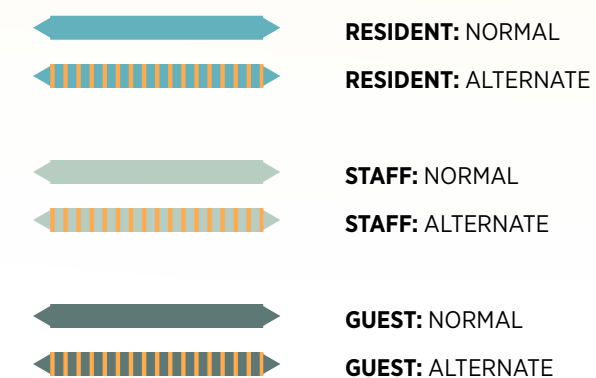




ADAPTED OPERATIONS

In less-safe times, each group's paths separate, shifting to multiple entry points for multiple alternate venues.

PATHS OF TRAVEL



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MULTIPLE DINING VENUES

More dining options are more satisfying for residents.
And more adaptable during emergencies.



MULTIPLE DINING VENUES

Multiple dining venues are in high demand at senior living campuses across the country. They give residents more choice and control over their dining. They support varied dining experiences from buffets to fine dining. Separate dining rooms can be dedicated to special menus, functions, and celebrations.

For residents with mobility issues, distributing activity and dining rooms throughout the project (rather than in one central area) is more convenient. Multiple dining venues provide alternate eating spaces, useful when one space is being renovated, repaired, cleaned, or used for an event. Additional kitchen equipment may be needed, depending on the menu and location of the venues. The farther venues are from each other, the more redundant equipment is needed—but the less likely a single event will affect both.

To help staff manage mealtime rushes, they can adjust venues’ opening time and types of menus. Additional staffing and staff training may be required. Multiple activity spaces lets the staff plan for location, size of group, and type of activity.

NORMAL OPERATIONS

Increased resident satisfaction



{ MARKET NEEDS }

Increased resident options



{ PHYSICAL INFRASTRUCTURE }

Increased training



{ OPERATIONS }

ADAPTED OPERATIONS

Increased staff flexibility to respond

Multiple venues let the staff flexibly deal with infectious disease outbreaks. For example, staff could direct residents to specific venues depending on their health risk, or assign specific blocks of units to specific dining areas to reduce the chance of spreading infections. Multiple rooms support greater flexibility if staggered dining times are required to reduce the number of people in a space. Additional spaces for emergency response planning—that is, safety redundancies—provides peace of mind. When one room or area is damaged or quarantined, others can provide the same or similar functions.

Increased redundancy

Provides compartmentalization during infectious disease outbreaks like seasonal flu or COVID-19. Provides redundancy in the event of earthquake, fire, or other structural damage. During extended power outages, additional outlets in activity rooms can draw on emergency power to charge phones and run computers or other electronics.

Increased space

Multiple dining spaces flexibly make room for an onsite emergency response team while maintaining uninterrupted dining services. For example, when the California wildfires threatened one of our clients facilities, they responded by quickly busing residents to another campus, where residents gathered in dining rooms to await more permanent solutions (and where staff set up a command center to manage their emergency response). Having additional spaces for adapted response planning provides the peace of mind that comes from “defense in depth.” Even if one room or area is damaged or quarantined, others can provide the same or similar functions.

FLEXIBLE SEATING ARRANGEMENTS

Tables and seating that flex according to need means fewer opportunities for disruption.



While most people probably don't choose their residence based on seating arrangements, tables that can support a variety of uses lets staff easily accommodate events like a Valentine's Day dinner or July Fourth barbecue. These events can significantly enhance residents' experiences.

Select tables that can be used in a variety of environments, including outdoors for maximum flexibility.
Tables should be sized and shaped so they can be used individually or pushed together.

Two-top square tables are the most flexible option for arranging and rearranging a dining room. They can be pushed together for large groups or special events such as Mother's Day brunch, or spread out individually for Valentine's Day dinner.

NORMAL OPERATIONS

More parties



{ MARKET NEEDS }

More options



{ PHYSICAL INFRASTRUCTURE }

More flexibility



{ OPERATIONS }

ADAPTED OPERATIONS

More separation

A careful emergency-response plan—and the tools to follow through—give residents and families confidence that they and their loved ones will be safe and healthy.

More places

Flexible furniture can be relocated and rearranged in satellite dining rooms or outdoor dining locations.

More flexibility

In an emergency, staff can move furniture out of a damaged building and into temporary structures.
Tables and chairs can be spread further apart during infectious disease outbreaks.

PREPARED MEAL PICK-UP AND DELIVERY

Prepackaged meals give residents more choice and autonomy. To-go menus help staff feed people while maintaining social distance.



To-go or pick-up meals help residents feel like they're getting the full value of their dining dollars.

They give residents more autonomy over where to eat and when, providing a varied dining experience that doesn't require much extra infrastructure.

Grab-and-go and refrigerated display cases are simple ways to provide quick meals.

Minimal space is required.

Delivery carts can be used for delivering individual room-service meals to residents who are ill or recovering from surgery.

Prepared meals means some meals can be prepared early.

Meals could be premade and placed on display or ordered as a picnic basket.

Staff is trained to make meals that can be easily prepared and individually packaged.

NORMAL OPERATIONS

More autonomy

More efficient

More time



{ MARKET NEEDS }



{ PHYSICAL INFRASTRUCTURE }



{ OPERATIONS }

ADAPTED OPERATIONS

Better service

Better tools

Better training

As with many other dining opportunities, the ability to pick up food or have it delivered can reassure residents and families that the campus will keep them safe and fed, even when normal operations are not working.

Prepared meal pick-up locations and a to-go infrastructure (such as the ability for residents to order directly from the kitchen) can help maintain social distance during infectious disease outbreaks.

Delivery carts, usually used for room service, can be adapted for more broad food distribution or contactless food delivery.

Staff will be pre-trained with menus and procedures that work well for pick-up and to-go meals and those that don't.

Delivery and pick-up infrastructure can also support seismic, fire, or other emergency situations, giving residents and staff a common point of reference to a system they are familiar with.

INTEGRATED TECHNOLOGIES

Uninterrupted wifi keeps everyone connected and critically informed.



At this point, residents expect wifi as a baseline. Its lack—or even just dead zones on the campus—can cause prospective residents to look elsewhere.

Good wifi coverage in dining areas opens opportunities for labor-saving technologies such as wireless order entry, digital signage, and electronic menus.

Operationally, robust wifi coverage keeps staff connected and less reliant on cellular carriers and spotty cell phone service.

NORMAL OPERATIONS

More connections



{ MARKET NEEDS }

More flexibility



{ PHYSICAL INFRASTRUCTURE }

More stability



{ OPERATIONS }

ADAPTED OPERATIONS

More information

Dining rooms are often one of the biggest single rooms in a community. In an emergency, they often become the prime gathering point. Good wifi on back-up power can keep residents informed and connected with family.

More control

Because of their size, dining rooms can be used for triage or command centers in an acute emergency. Both functions benefit from being highly connected.

More communication

During an emergency, wifi gives staff an important additional line of communication and access to mass communication tools. Fires, tornadoes, and other disasters may damage offices or other administration functions in addition to residents' units. Alternate locations with robust wifi can keep lines of communication open, even if they're damaged elsewhere.

POP-UP DINING

Out-of-the-ordinary meals served accessibly can also provide essential backup in an emergency.



1.5

POP-UP DINING

Pop-up dining facilitates social interaction. Mobile food carts are a relatively inexpensive way of increasing dining options. Used properly, they can turn any indoor or outdoor space into a dining venue. Activity rooms give residents places to meet with family or friends, salespeople, or other outside service providers (instead of inviting them into their apartments). Activity rooms can be finished like living rooms, work rooms, art studios, or other specialized activity spaces.

For residents with mobility issues, distributed pop-up dining options can be more convenient. Alternate pop-up venues are especially useful when other dining spaces are being renovated, repaired, cleaned, or used for an event. Mobile food carts or “mini-food trucks” can be used for special events and functions, like barbecues or other special dining experiences. Consider how and where to store carts.

Pop-up dining may require special or additional training. Mobile food-prep equipment gives tools to creative dining directors to support outdoor dining, catering, and events. Multiple pop-up dining spaces presents many options for location, group, and types of activity.

NORMAL OPERATIONS

More fun



{ MARKET NEEDS }

More convenient



{ PHYSICAL INFRASTRUCTURE }

More creativity



{ OPERATIONS }

ADAPTED OPERATIONS

More back-up

As with other dining venues, pop-up dining spaces can be used for emergency response planning—that is, safety redundancies—and provide peace of mind. When one room or area is damaged or quarantined, others can provide the same or similar functions.

More options

In an emergency, mobile food carts can support distributed dining. Installing power and plumbing connections in activity rooms can let them adapt into food-distribution points—and places for charging phones and running computers or other electronics during extended power outages.

More room to respond

Coordinate cart types and functions with each community’s emergency food-storage menus. Carefully planned and located pop-up dining can serve as small gathering places for residents during emergency situations. Given additional emergency spaces, staff can more flexibly respond to developing situations.

OUTDOOR DINING

Food tastes better outside—even when that's the safest option.



1.6

OUTDOOR DINING

Outdoor equipment, such as built-in grills and outdoor sinks, can be used as resident amenities in normal times.

Adding small amounts of support infrastructure to outdoor dining areas, such as electrical for food carts and gas for grills, simplifies outdoor-event food preparation.

Outdoor dining equipment can be used by staff to support outdoor functions.

NORMAL OPERATIONS

More help

More uses

More support



{ MARKET NEEDS }



{ PHYSICAL INFRASTRUCTURE }



{ OPERATIONS }

ADAPTED OPERATIONS

More staging areas

More back-up

More dining rooms

Outdoor dining spaces are perfect media-ready staging areas for announcements, emergency responses, or social media posts. This is key to communicating a senior community’s ability to operate without interruption in the face of an emergency.

Outdoor infrastructure can support indoor dining services, even in the event that a kitchen is inoperable, such as after a fire.

Outdoor dining infrastructure gives staff additional options when dealing with an emergency.

If outdoor spaces are used regularly, the staff will already be familiar with the best way to use the spaces (for example, how to arrange tables or situate buffet lines) and not be forced to experiment during emergencies.

ankrommoisan.com/thought-leadership/resiliency

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