

DCV Volunteer Services in the era of COVID19

Revised Services for Dupont Circle Village effective May 29, 2020

Background:

In March, DCV adopted a policy to suspend volunteer services that:

- require face to face contact with a member or
- require the volunteer to engage in activities outside of their homes such as grocery shopping

Some member services are occurring utilizing commercial services that are set up with assistance from DCV. These include transportation via Go-Go Grandparent, grocery deliveries via Instacart, nutritional supplements via Amazon, and pharmacy delivery of medication.

Support for members also continues through check-up calls to members via other members. This has netted information for follow-up services such as frequent check-in calls, and food deliveries, some paid for by DCV. Our case manager has continued to provide support for our members needing her services.

The DCV COVID19 working group has met to assess the current situation and has made recommended changes to the Board.

Changes in the operation of essential services (grocery shopping, medication pickup) have made it substantially safer for people to shop while adhering to COVID19 guidelines for social distancing. The working group has reviewed the following DCV services offered and has evaluated the probable risk to DCV volunteers providing and DCV members receiving a service. Recommended instructions outlining safety guidance for volunteers during shopping and delivery will be sent to all volunteers who offer services. (Appended)

Based on this review, the DCV Board has approved the Volunteer service guidelines effective with the District of Columbia's implementation of Phase I Guidelines, on Friday, May 29, 2020.

To request service contact Mike Gould at volunteer@dupontcirclevillage.net or call 202-436-5252.

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DCV Service	Current Service	Proposed Service 5/29/2020	Comments
Grocery Delivery	Providing Instacart to 5 members (using grant to pay for groceries)	1. Continue Instacart 2. Add Volunteer grocery shopping and delivery	Provide guidance for Volunteers
Medication	Helping members find drug stores that will deliver	1. Continue helping to find drug stores that deliver 2. Add Volunteers pickup and delivery of medications	Provide guidance for Volunteers
Transportation	Go-Go Grandparent available to all Villagers for essential transportation at no cost	Continue with Go-Go Grandparent service.	
Volunteer Food Provision	Suspended	Restart Meal Mavens service with new guidelines.	Foods that need to be reheated will be offered. Additional packaged items may be included
IT Support	Some phone coaching	Offer phone coaching. No in-home visits by Volunteers	A list of resources on DCV's website if a higher level of help is required. (private pay)
Care Groups	Some services have continued on an ad hoc basis with no face to face contact	Reinstitute formal care groups to assure coordination of efforts but maintain requirement of minimum in-person contact	Friendly phone calls and our case manager have identified members needing assistance Includes essential errands, Social Work services, friendly phone calls
Social Work Services (Case manager)	Phone contact and management. One home visit made	Continue with phone visits. Integrate into Care Groups and friendly phone call functions	Work has identified members needing help, including food insecurity, falls, hospitalizations and transfers to rehab centers
Other Volunteer Services	All other Volunteer services have been stopped	No change. Additional Volunteer services may be reconsidered on a case-by-case basis in the future	Members will be told that other services are not available

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