



Villages of San Mateo County

NEIGHBORS HELPING NEIGHBORS



March 24, 2020

Dear Village Members and Volunteers,

As the landscape of our daily lives continues to change with the abundance of cautions, Villages of San Mateo County continues to do our best to protect our members and volunteers while combating isolation. We want to give a special thanks to our volunteers who have so generously and courageously delivered services during this difficult period. Their dedication has been truly amazing. At the same time we need to recognize the importance of social (physical) distancing, so we are making some changes to our services.

A temporary stop on nonessential rides is already in place. But now we are required to put a hold on all rides, including medical and grocery. We will continue to do grocery shopping and delivery for members who provide a list (see suggested protocol attached), however we will not take members to the grocery store.

The good news is that most of our members have multiple options available to them plus family members who are anxious to be of help. If you are completely without local family or other safe assistance, please call so we can work with you to find a solution.

We will continue our Coffee Connections remotely and will be making friendly phone calls just to be sure we are all tapping into our capacity to practice creative self-care.

In further recognition of our emergency status, the Board has passed an unprecedented resolution to extend everyone's membership by four months. This is our way of acknowledging the service request slow down, as well as the difficult time we are all experiencing. Expect to receive more detail in the coming weeks.

In closing I would again urge you to be resourceful as you show the younger generations how to move forward in the midst of the storm. Continue to call friends and family and invest some time in the items at the bottom of that to do list. Keep the music and the creative juices flowing and share some of those exceptional ideas with others. One of our members shared the affirmations below that she reads aloud to herself first thing in the morning and the last thing before bed.

- My immune system is very POWERFUL.
- I have a strong resistance power.
- It protects my body and keeps me in perfect health.
- Knowing that my immune system responds to my every thought, I choose HEALTHY THINKING.

- I think only loving, positive and creative thoughts that enhance and support my immune system.
- I LOVE and APPRECIATE my fortifying immune system.
- I Love and APPROVE of myself.
- I am truly BLESSED.
- My ENERGY can only do good to me.
- I am Truly BLESSED.

I suggest you personalize your affirmation in recognition that creating positive energy is an essential part of strength and healing. Remember optimism is like a muscle – so be good to yourself and train it. Stay calm, stay creative, pass it on.

If you have any questions or concerns, the volunteer office staff are on duty (working from home) from 9am to 1pm weekdays (650-260-4569).

Sincerely,

Linda Burroughs
Executive Director
Villages of San Mateo County

VSMC Suggested Protocol for Grocery Shopping for Members, 3/24/2020

We continue to strive for safe delivery of services to our VSMC Members, without allowing either our Volunteers or Members to be exposed to unnecessary risk. Effective immediately our Village Volunteers will continue to provide a grocery shopping and delivery service, but without having the Member accompany the Volunteer.

There is still a risk for the Volunteer who goes to the grocery store and may encounter contaminated surfaces or even people within 6 feet at times. But assuming the Volunteer was doing their own grocery shopping anyway, there is no additional risk by also doing shopping for a Member.

The procedure for shopping, delivery and reimbursement should go something like this:

1. Volunteer should call the Member in advance and agree upon a way to get the grocery list. This can be by telephone, email, text or other. The list should be very specific as to whether the brand, size, or other qualities are critical. Member should be clear on whether there is flexibility on the details.
2. The Volunteer goes shopping, pays by his/her own method, and takes the groceries in clean bags (either their own or purchased at the store).
3. Volunteer calls the Member from the store with the total expense, so the Member can begin to write a check or assemble the exact change, place it in an envelope, and leave by the front door (doormat, mailbox, or other).

4. Volunteer delivers the groceries by placing on the porch or a pre-arranged chair or table on the porch. Unload from personal bags or boxes if you want to keep those. Pick up the envelope with the check or money that has been left by Member in the pre-arranged spot.
5. Volunteer rings doorbell then backs away from the door. They exchange greetings and goodbyes.
6. Member transfers the groceries to a spot in the kitchen that can be sanitized, then should dispose of the bags or boxes and wash hands thoroughly. Some food packaging can also be washed, though we are told by health authorities that the risk of virus transfer from food packaging is low.
7. Volunteer and Member should remain at least 6 feet apart at all times, and Volunteer should not go into the Members home.

Volunteers and Members can alter this slightly, but always keep in mind that you are trying to protect each other from virus transfer. Think about what you are touching, who else may have touched it, and then wash your hands afterward.

This may seem extreme but is our best effort at following CDC guidelines. We will update the procedure if better/newer information becomes available.