

Limited Re-Opening Guidelines for the Greater Newburyport Village

June 25, 2020

The State of Massachusetts is in Phase 2 of the COVID-19 recovery plan, which includes personal services with mandated social distancing. As a result, the Greater Newburyport Village is clarifying the level at which Village volunteers may deliver personal services during this phase. We must be flexible throughout the reopening process and follow all recommendations from the CDC, the State of Massachusetts, and the Newburyport Public Health office.

Volunteer and Member Participation

Volunteers and members can choose whether to participate in requesting or providing personal services; each person should select the level of participation they feel is comfortable and safe. Members understand that service requests are filled based on volunteer availability. As the Greater Newburyport Village starts to reopen, volunteer availability may limit the number of service requests to which we can respond.

As we start resuming services on a limited basis, we want our volunteers and members to feel safe and remain healthy. We all should practice physical distancing; we all should avoid contact such as hugs and handshakes. Volunteers may provide balance assistance for members if required.

- **Members requesting services** inside their home must meet these requirements:
 - You need to have had no exposure to anyone who had COVID-19 or flu-like symptoms over the last 14 days.
 - You need to have been practicing social distancing.
 - You should wipe and disinfect surfaces before and after the volunteer provides the service.
 - You should follow all CDC safety recommendations, which includes maintaining safe distances and wearing a mask during the service.

- **Volunteers providing services** inside a member's home must meet these requirements:
 - You need to have had no exposure to anyone who had COVID-19 or flu-like symptoms over the last 14 days.
 - You need to have been practicing social distancing.
 - You need to follow all CDC safety recommendations, which includes maintaining safe distances and wearing a mask during the service. Gloves are advisable.

Services

- **Services to be provided at this first phase of reopening:**
 - Volunteers may be available for window air conditioner installation, which is the only in-home service provided at this time.
 - Other services we can provide at this time are in-store shopping, medication pick-up and delivery, gardening assistance, trash and recycling help, pet walking,

remote technology assistance, home watch if you are away, and check-in phone calls.

Note: Mask wearing is optional if the volunteer and member are physically distant.

- **Services on hold at this first phase of reopening:** Since all Villagers are more susceptible to the effects of the COVID-19 virus, being in an enclosed space such as a home or an automobile is still dangerous for both volunteers and members.
 - Transportation of members remains on hold.
 - In-home/in-person services remain on hold with the exception of window AC installation.

Managing Contact Information

- When volunteers have completed a request, they will inform the Concierge of exact times, service locations, and other relevant information related to the service request.
- Information related to a service request may be shared with public health officials if requested for tracking/tracing of COVID-19.

Please call the Concierge at 978 206-1821 if you have questions or concerns.