



June, 2020

Dear Member,

We are reaching out to you to let you know about our plan to resume some limited “contactless” services to all members. It has been a long few months since the start of the pandemic when we all went into hibernation at home. We miss seeing the faces of all of our members! Recently, there are some signs that precautions taken to stop the spread of COVID-19 have worked to some degree, but most of us in the vulnerable age group must still remain vigilant, continue with social distancing and wear masks as conditions dictate. Some are still safest remaining at home.

Bay to Sound Neighbors (B2SN) has been monitoring the latest guidelines set by the governor and state and local health departments to determine what is suitable for our organization. Because of our desire to help members, but also to keep them safe, we recently surveyed our volunteers to determine their willingness to respond to requests if we begin to resume services. Approximately 2/3 of volunteers are willing to offer some contactless services, while others have concerns. Most volunteers are simply not willing to provide transportation at this time due to the close proximity to people in their automobiles. Some are not willing to go into stores just yet. Based on this information, the B2SN board met this past week to determine an action plan that allows us to act responsibly and has the health and safety of members and volunteers as our top priority.

Here is our plan:

- We will extend your membership for two more months, through July 31st. No memberships will expire during this time. This gives us a bit of time to respond to changing guidelines.
- During June and July, we plan to survey every member to ask for your thoughts about our future offering of services.
- **Services you can now request from B2SN starting June 8th:**
 - **Curbside pick-up and delivery of groceries, pharmacy, supplies and restaurant take-out food.** This means that volunteers will not have any physical contact with members. They will perform curbside pick-up that you pre-order from your favorite store and deliver to your doorstep. They will ring your doorbell when they arrive or call you in advance of arrival. Volunteers will wear a mask and gloves when delivering goods to you. They will not enter your home. **Important: Call us first to request a volunteer. Then place your store order for pick-up. Volunteers will require notice for pick up of your order. Please do not place requests for same-day pick-up.**
 - **Technology help over the phone.** Do you find you want to use your computer or smart phone better? More and more, people are using new internet apps so they can see and

talk to their loved ones, e.g., using Zoom or Skype, for example. Included with this letter is a step-by-step sheet on how to join a Zoom meeting using your computer, tablet or smartphone. We have had some success with members signing up to join one of our volunteers for coffee or cocktail using Zoom.

Call us to place a request for a contactless pick-up and delivery or over-the-phone technology assistance at 508-470-0585, **beginning Monday, June 8**. Our service coordinators are on duty Monday-Friday, 9am-4pm.

Of course we all want the world to return to normal and life to go on as it did before the coronavirus pandemic. We plan to examine how we can adapt our operation so that we can still offer help to seniors aging independently at home. We will continue to keep you updated on decisions about our operation as we consider what services we can offer to you safely.

Meanwhile, enjoy this little bag of cheer, wear your mask when needed and enjoy the beautiful summer weather here on old Cape Cod.

Be well,

Marilyn Nouri, President

P.S. Sometimes it's okay to make light of the situation!

