



Hello Members & Volunteers,

During the stay-at-home period of the last three months, Coastal Neighbors Network had to suspend most services to our members. Now that Governor Baker has issued guidelines for reopening Massachusetts, Coastal Neighbors is announcing the steps we are taking in order to maintain safety for our members & volunteers for restarting services. We are a vulnerable population and keeping our members and volunteers as safe as possible in all interactions is our primary concern. If you are a service member or a volunteer, you will be receiving a call in the next few days from either executive director, Andy Pollock or board member, Gretchen Graef to discuss these guidelines.

Below, we have outlined new guidelines for the various levels and phases. These guidelines are based on recommendations from Governor Baker and the CDC which you can find in the links at the end of this email. One of the most important precautions for vulnerable populations is to stay at home. While we are excited to begin services again, we are strongly advising our members to limit requests to only essential tasks. It is safer to stay at home.

It is extremely important that volunteers and members alike monitor their own health. If you exhibit any COVID-19 symptoms, you should cancel the service, stay at home and contact Andy Pollock to let him know in case contact tracing needs to be implemented. Please visit the CDC links below for the recommended procedures and public health guidelines.

**Current Coastal Neighbors services:**

- Providing Delivery of Groceries and Medications
  - No contact between members and volunteers
- Operating a phone buddy system
  - No contact between members and volunteers

**Coastal Neighbors services beginning June 8:**

- Yard Work with limited contact
  - gloves & masks worn when participants cannot social distance while outside
- Social visits outside
  - gloves & masks worn by participants at all times
  - practice social distancing
- Minor home maintenance in the home
  - gloves & mask worn by all participants at all times
  - practice social distancing
  - limit visit to 1 hour MAX

**Coastal Neighbors services beginning June 29:**

- Driving members for appointments
  - one rider limit
  - gloves & masks used at all times for all participants
  - rider sits in the back seat of a 4 door sedan with windows open
  - car interior sanitized before and after use
  - social distancing practiced as much as possible with limited physical contact

Each volunteer will be given a bag with hand sanitizer, extra gloves, and an extra mask. We will also place a copy of these instructions in the bag for reference. The service should not take place if either party is noncompliant.

**Recommended Health Information Links:**

[CDC Rideshare Information](#)

[CDC Running Essential Errands](#)

[CDC Precautions for those at High Risk](#)

We appreciate the patience and confidence you have in Coastal Neighbors Network as our organization emerges into this new environment. Our intention is to continue to find the best way to enable older residents to live safely, independently and comfortably in their own homes.

Coastal Neighbors Network Board of Directors