

March 30, 2020



Eras
SENIOR NETWORK

Volunteer Newsletter

Special COVID-19 Update for Milwaukee
and Waukesha County Volunteers

A Special Message to Our Volunteers During COVID-19



Thank you for your ongoing support of Eras Senior Network and the seniors and adults with disabilities served in Waukesha and Milwaukee counties. We are continuing to provide essential services to our community's seniors and adults with disabilities during the COVID-19 pandemic. During this time, Eras is operating with a temporarily reduced staff to ensure our programs can remain available to those who need them. Team members are working from their homes with no offices open to the public. While the community is asked to remain at home, there are still ways you can help.

Below is information about changes to our programming due to COVID-19.

Current Services Being Provided

Medical Appointments: Eras is still providing transportation to essential medical appointments through volunteers. If a volunteer cannot be found for an essential medical appointment, we will coordinate and pay for a cab to transport the client.

Grocery Delivery: Volunteers are available to grocery shop for clients and deliver food pantry stock boxes to those in need of food.

Phone Calls to Seniors: We are beginning to place wellness check-in calls to our clients to ensure they have what they need, and to provide a break from social isolation.

Current Volunteer Opportunities

Volunteer Driver: Transport a senior or adult with a disability to an essential medical appointment. Clients are asked to sit in the backseat. Drivers can drop them off at the curb and wait in the car until the appointment is over, helping to limit exposure to illnesses.

Grocery or Medication Delivery: Help a senior or adult with a disability receive food or medication by picking it up and delivering it to their home. Volunteers are needed to grocery shop for a client (using the client's shopping list and form of payment) in addition to picking up online grocery orders or food pantry stock boxes.

Wellness Check-In Phone Calls: Place a call to a current client of Eras to ensure they have what they need at home like food, medication, and other essentials. Not only does this call help someone meet their basic needs, but it's a way to help reduce loneliness for those who are more isolated than ever now.

Spring Yard Clean Up: Volunteers are needed this spring (likely May) to clean the yards of seniors. We may experience a shortage of volunteers as college students usually helped with this event. Tasks include raking, cleaning outdoor windows, and clearing flower beds.

To Volunteer

Please contact Marisa Strothenke, Volunteer Coordinator, at MarisaS@ErasWaukesha.org. If you know of someone who would like to volunteer and is not yet a volunteer of ours, they can fill out our online application found [HERE](#).

Questions to Consider Before You Volunteer



We want to ensure our services don't contribute to the spread of illness, so we ask all of our volunteers to consider the below questions before volunteering.

1. Have you come into close contact (within 6 feet) with someone who has a laboratory confirmed COVID-19 diagnosis in the past 14 days?
2. Do you have a fever (greater than 100.4 F) or symptoms of lower respiratory illness such as cough, shortness of breath, difficulty breathing, or sore throat?

If you answered "Yes" to either or both questions, we request that you do not volunteer. Feel free to call us at (414) 488-6500 or (262) 549-3348 or email info@ErasWaukesha.org any time to cancel your volunteer commitment if you feel ill. Thank you!

Transporting to Medical Appointments: What to Expect

As you may have seen, new protocols have been put in place at various medical centers to help reduce the spread of COVID-19. What we have found is that these protocols are frequently changing and may differ between hospital systems and locations. During this time, you may experience:



- Only being able to enter through the main doors
- Having your temperature taken if you enter the facility with the patient
- Not being able to escort your client to their appointment, but a hospital staff member doing so instead
- Having to wait in the lobby

If you are curious about protocols at the specific location you are transporting to, we encourage you to call that location for more details. We greatly appreciate your flexibility and willingness to help during this difficult time.

CTAA Best Practices: How to Clean and Disinfect Your Car

The Community Transportation Association of America (CTAA) recently released a document outlining best practices for cleaning related to COVID-19. Below are their best practices for cleaning and disinfecting your vehicle – a practice we encourage you to do before and after transporting clients.



How to Properly Clean and Disinfect Your Car

1. If surfaces are visibly dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
2. For disinfection, diluted household bleach solutions, alcohol solutions with at least 70% alcohol, and most common EPA-registered household disinfectants should be effective. Diluted household bleach solutions can be used if appropriate for the surface. Never mix household bleach with ammonia or any other cleanser. Unexpired household bleach will be effective against coronaviruses when properly diluted.
3. Check to ensure the product is not past its expiration date.
4. Follow manufacturer's instructions for application and proper ventilation.

The full document can be viewed on [CTAA's website](#).

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Attachments



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