



## **Older Adult Covid-19 Workplan**

*A collaboration between Age-Friendly Columbus and Franklin County & the Director of The Greater Columbus Network of Villages*

With generous support from Columbus City Council, the Greater Columbus Network of Villages, Clintonville Community Resources Center, and Age-Friendly Columbus and Franklin County are working to meet the increasing needs of older adults in our community. In an effort to avoid duplication, we are collaboratively working with organizations across town.

**Beginning Thursday, March 19<sup>th</sup>, 2020:**

### **Friendly Phone Line**

The Friendly Phone Line at **614-993-3614** is available to older adults in greater Columbus who are looking for friendly conversation and social connection. Please share this number to older adults in need of extra social support during this stressful time.

The Friendly phone-line is intended to be a touch point to combat loneliness in our community during this unprecedented time of social distancing. These calls are **not** intended to be a space to provide counseling, case management, or health information/recommendations.

- Phone number set up through Grasshopper
  - Older adults may call Monday - Friday, between 9am-5pm
  - Vetted community volunteers will be available to take the calls
    - All volunteers will be provided a protocol sheet + script with potential conversation topics
    - All volunteers will be provided a workflow chart with community resources, should an older adult request this information
  - A Voice message has been set-up to let callers know that the phone line is not for emergencies and not staffed 24-hours a day

### **Necessity Boxes**

Older adults in greater Columbus in need of food and supplies can call Clintonville-Beechwald Community Resources Center at 614-268-3539. Delivery will be available twice a week and pick up available Monday-Friday 9am-5pm at CRC.

- Requesting Boxes
  - Older Adults can call 614-268-3539 to request a box
  - Reception will take caller's name, address, phone number, and whether or not the recipient needs delivery or wishes to pick-up box

- Boxes will be delivered Tuesday & Thursdays between 9am-5pm by volunteers
- Boxes may be picked up at CRC Monday-Friday, between 9am-5pm.
  
- Volunteer Protocols
  - CRC staff and small group of vetted volunteers will pack boxes
  - Will take all volunteer temperatures at the start of their shift
  - Volunteers will wear gloves when packing and loading boxes
  - All surfaces will be sanitized at beginning and end of packing
  
- Boxes will include a rotation of items, as availability allows. Potential items include
  - Paper towels
  - Soap
  - Toilet paper
  - Disposable Thermometer
  - Gloves
  - Shelf stable food & snacks
  - Information
    - Census
    - State covid-19 hotline + relevant info
    - note of encouragement with friendly phone line number
    - File of Life