

Village in the Ville Safety Guidelines

This guide is for Village members, volunteers and staff. Services have been organized into three categories: no contact services, delivery services, and contact services. We appreciate your help in trying to limit exposure. These protocols will be periodically reviewed as the situation evolves, but will remain on the cautious end of the spectrum. We know these guidelines are a drastic change from our previous lives. It is our goal to help everyone stay healthy, safe and cared for in these times.

Contact Services: Please limit contact services to essential services. This may include transportation of a member or in-home tasks, such as home repair. In all possible cases, an attempt should be made to make these “non-contact” first. For example, if a volunteer can go to the store for the member rather than take the member, it is preferable.

Safety Guidelines

- Both members and volunteers will take their temperature*** prior to the service being completed. If it is above 100.4 the request should be canceled.
- Volunteers and members will utilize handwashing and/or hand sanitizer* as appropriate throughout the service and at the end. Both will follow handwashing guidelines of 20 seconds or more.
- Volunteers will call the members when they are on the way to the service so members can be expecting the volunteers’ arrival. Details of the service should be worked out over the phone, prior to the service to minimize time together in person. Members and volunteers should greet each other verbally only.
- Both volunteers and members are required to wear masks at all times and try to maintain social distancing (6 feet apart) throughout the service. An exception to being 6 feet apart is during the car ride.
- If completing an in-home task, the member should remain in a different room while the volunteer is doing the service. The volunteer should bring only items necessary for the service into the home and avoid placing belongings on tabletops and counters that might have high levels of germs. Volunteers should store personal items securely in their vehicle prior to arriving at the member’s home. Volunteers should avoid doorknobs if able, and allow the member to open and shut doors.
- Prior to transportation of a member, a volunteer should sanitize high touch surfaces in their vehicles.

Delivery Services: These guidelines include shopping for members and delivering items.

Safety Guidelines

- Volunteers will take their temperature*** prior to the service being completed. If it is above 100.4 the request should be canceled.
- Wipe down your cart or basket with sanitizing wipes when you arrive. If you do not have them, please ask the Village office**.
- Clean your hands with hand sanitizer* upon leaving the store. If you do not have sanitizer, please ask the Village Office**.
- Avoid touching your face while shopping and try to only touch the item you intend to select.
- Practice social distancing and stay 6ft away from other shoppers.
- If possible, bag your own items.
- To help minimize contact, consider shopping during less busy hours or hours set aside specifically for older adults
- When returning with the items, please leave the items on the doorstep. Ring the doorbell or call/text the members to let them know you have arrived.
- Please remain 6 feet away from the member, using only verbal greetings. The only exception would be if the member is unable to carry the items into their own home. Please then refer to contact services guidelines above for the proper procedure.
- When you get home, make sure to wash your own hands right away following handwashing guidelines. You may want to wipe down your car handles, the steering wheel, and the radio with sanitizing wipes.

No Contact Services: This relates to services that may be completed with no contact. These services may include outdoor maintenance, running errands on behalf of the member, or outdoor friendly visiting.

Safety Guidelines

- Both members and volunteers will take their temperature*** prior to the service being completed. If it is above 100.4 the request should be canceled.
- Volunteers will utilize handwashing and/or hand sanitizer* as appropriate throughout the service. Follow handwashing guidelines of 20 seconds or more.
- Volunteers will call the member when he/she is on the way to the service so members can be expecting the volunteer's arrival. Details of the service should be worked out over the phone, as much as possible, prior to the service.
- Members and volunteers should only greet each other verbally and maintain social distancing (6 feet) at all times throughout the service

- If the volunteer is going to a store for the member, the volunteer should review delivery procedures listed above in the “Safe Home Delivery” section.
- Members are encouraged to sanitize any non-food items delivered to them once they are received.
- Outside projects do not require a mask, while the project is being completed. We request that both members and volunteers wear masks when greeting one another, exchanging goods, or reviewing details of the service. If either volunteers or members do not have masks, please contact the Village Office**.

Social Gatherings: This relates to any gatherings hosted by Village in the Ville and applies to any staff, members or volunteers attending the event. Village in the Ville will continue to primarily host virtual gatherings, when possible. In response to member requests, the Village will begin to consider small, outdoor gatherings throughout the summer. These gatherings will be limited to 10 attendees or less.

Safety Guidelines

- Both members and volunteers will take their temperature*** prior to the Village event. If it is above 100.4 the individual should not attend the event.
- Both staff and members are required to wear masks at all times and try to maintain social distancing (6 feet apart) throughout the event. If you do not have a mask, please contact the Village office prior to the event so we may supply you with one.
- We request that members maintain no contact with one another while at Village events. We recommend no handshakes or hugging and suggest a wave or other no contact greeting.
- In regards to transportation for members to/from events. CRC vehicles will be made available to transport small groups of members. Please see the transportation safety guidelines for more information.
- We are recommending that members abstain from providing transportation to other members for Village social events. However, these decisions are ultimately those of the individual members.
- We may use CRC’s parking lot for events and this may justify the use of CRC’s bathrooms. If this is the case, we are requesting that members thoroughly wash their hands, using the protocols described above and wipe down and surfaces that are touched with an alcohol wipe, which will be provided by the CRC. Please minimize contact with any surfaces.
- Should the event require seating, CRC will provide chairs and tables that will be sanitized before and after the event.
- Should the event require food, drink or other materials we request that members bring their own supplies, including cutlery and dishes. We request that members not share items with other other members.

Guidelines for transportation in CRC vehicles: this pertains to any driver, member, volunteer or CRC staff riding in or driving a CRC vehicle.

Safety Protocols

- All drivers and passengers must wear a facemask when in the vehicles.
- All drivers will wear disposable gloves and replace them when contaminated. Gloves will be available to all passengers to decrease the chance the wearer will transmit the disease to others or contract the illness themselves. Gloves should be safely disposed of when exiting the vehicle by placing them in the provided trash bag, which will be removed from the vehicle after each trip. Riders will also be provided hand sanitizer to utilize upon entering and exiting the vehicle.
- All vehicles will be sanitized at the beginning and end of each trip by the driver. Special attention will be paid to cleaning high touch areas such as grab bars and door handles.
- Seats have been marked off in the buses to only allow 5 passengers. Please do not sit in seats that say "Do Not Sit Here". Seating of passengers should always be arranged to maximize distances between passengers and drivers as much as possible.
- When loading and unloading attention should be paid to decrease passengers and drivers from coming too close to one another. For instance, back seats filled first and front seats exited first to decrease potential transmission of disease.

Village in the Ville Staff Protocols

- CRC will provide masks, gloves, hand sanitizer*, bleach and bleach wipes to Village staff
- Village Staff are provided the opportunity to work from home and flexible in-office schedules
- When in the CRC office contact surfaces will be sanitized twice a day. Village staff will sanitize their personal space upon arrival.
- Service provision will primarily be done over the phone whenever possible
 - Members will not be asked to sign documentation in person. Documents can be mailed or a verbal permission to sign can be given
- No contact drop off of needed items will be done whenever possible
 - Staff will wear gloves if handling items food items being delivered to members
- When Village in the Ville staff do need to interact with members they will wear masks and will provide masks for members to wear, if they do not have their own.
 - If possible, attempt to meet with member outside of the home

* Hand sanitizer will be at least 60% alcohol.

** CRC will provide gloves, hand sanitizer, masks, and alcohol wipes to volunteers and staff as our supplies allow.

*** We recommend to members, staff, and volunteers that they take their temperature prior to arriving at their service or CRC. Village in the Ville has one forehead thermometer available in the building, should you need to use this.