

Seniors Communications Plan

The City of Sierra Madre is following these procedures to provide current communication in light of COVID-19 and keep the Senior Community and families informed of essential information and resources. City staff are monitoring email communication daily, and although employees are minimizing direct engagement and practicing social distancing in the community, please note that voice messages, emails, and social media responses are being addressed in the most efficient and timely manner.

If at any moment additional information is needed, please contact City Hall Administrative Services at (626) 355-7135, Monday-Thursday from 7:30a – 5:30p, as they are taking messages and e-mailing the appropriate person.

For messages that may trickle in otherwise, please note our team is remotely checking voicemail daily at the Community Services Department, (626) 355-5278 x702.

******For information on the new LA County Great Plates Delivered Program which will offer a first-in-the nation meal delivery service, please go to page 4.***

1. Community Services Department will continue email communication with Senior residents and aging community members.
If you know of family members or neighbors who may benefit from accessing information electronically, and to receive the department's Seniors Newsletter via email but may not otherwise have been included on an email group list, please send your request with email address to the following team members:

*Lawren Heinz Lhein@cityofsierramadre.com and
Clarissa Lowe Clowe@cityofsierramadre.com.*

2. Community Services Department will continue Electronic Seniors Newsletter on a weekly-basis distribution.
3. Community Services Department will continue with mail drop-off of newsletters at the Sierra Madre U.S. Post Office Box (unless otherwise advised).
4. City Social Media will continue via Facebook as well as Instagram, and information sharing will include updates as details becomes available.
5. **Mater Dolorosa - Sierra Madre Meal Pick-Up Program** provides seal-packaged frozen meals, 5-per person every Thursday, 12:00 – 1:00 p.m. at Hart Park House Senior Center 222 W. Sierra Madre Blvd. Donations are accepted. Call (626) 355-5278; x702 or 704.

6. YWCA Intervale Meal Program - Effective Wednesday, April 1, 2020

YWCA has transitioned their distribution of take home meals at the Sierra Madre Hart Park House Senior Center to a home-delivery meal program. Participants previously reserved for meal pick-up as of Wednesday, 3/25/20 were informed that they would begin to have their meals delivered to their homes, beginning Wednesday, April 1, 2020 until further notice.

For any additional participants calling in that are at a high risk and need meals delivered to, please provide us their name, date of birth (they must be 60+), address and phone number and Community Services Department will forward this information to our County Contact.

7. Food Banks Support

Seniors & Families:

If someone is outside of our local area and in need of a food bank, they can find one nearest them by going to www.lafoodbank.org and typing in their zip code; or call from the list here:

- 1) First Church of the Nazarene-Pasadena**
3700 E. Sierra Madre Blvd.
626-351-9631
Wednesday 10:30 am-12 pm

- 2) Pasadena Senior Center**
85 E. Holly St. Pasadena
626-685-6732
April 3rd 8 am-10:30 am

- 3) Foothill Unity Center**
415 W. Chestnut Ave. Monrovia
626-358-3486
Monday 1 pm-3:30 pm, Wednesday & Friday 9 am-11:30 am

- 4) Lifeline Community Services & Economic Development**
2556 N. Lake Ave Altadena
626-797-3585
2nd and 4th Wednesday 12 pm-2 pm & 8:15 pm-9 pm

- 5) Morning Star Outreach Ministry**
1416 N. Mentor Ave Pasadena
626-794-4875
2nd & 4th Saturday 11 am-1 pm

8. Questions About Volunteering, or Do You Need Help?

Seniors (65+), Active Seniors (55+), Families and Neighbors in Sierra Madre that currently need help since they are confined to their homes, are at risk during this pandemic, or individuals offering to help please visit *Sierra Madre Thrives*, www.sierramadrethrives.com.

Community Services is serving as a city-partnered referral to community-based organizations including *Sierra Madre Thrives* for volunteers and seniors who have reached out to our agency, while providing assistance on helpful resources according to your needs.

9. **NIXLE Alerts** which send messages through public safety agencies via cell phones and social media networks will be issued through the Sierra Madre Police Department. This enables local response agencies to get that information into the community as quickly as possible. VOICE TO TEXT messages from Police Department will further offer automatic pre-recorded voice messages that reach approximately 4,000 phones within our community. Social Media platforms will include direct phone numbers provided by PD to the pre-recorded messages for accessibility.

Anyone interested in receiving the NIXLE alerts may do so from their mobile phone: hit 888-777 and follow the prompts. OR go to Nixle.com and do the same. For non-emergency help or guidance on Nixle, please call 626-355-1414.

10. **Sierra Madre Channel 3** will provide information and what the city is doing for the Senior Community, including transportation and food services.

Currently, Sierra Madre transit support has been operating in accordance with our regular schedule and will continue as such. Extra precautions are being taken with the sanitization and cleaning of buses due to the recent circumstances.

11. **Pasadena Senior Center**, a collaborator of the Sierra Madre Senior Community, has also provided a resource, *Telephone Reassurance Program*, which offers daily calls to home bound seniors to provide support and contact with others on a regular basis. If any senior, in this time of emergency, finds themselves home bound and needs to talk with someone, please refer them to (626) 685-6732 and they are available Monday – Friday from 9:00 a.m. – 11:00 a.m.

Great Plates Delivered

LA County announced it will be offering a first-in-the nation meal delivery service effective on Monday, May 11th. LA County will provide three home-delivered meals a day to qualifying older adults & adults over 60 who are high-risk as determined by the CDC.

This program has the purpose of helping older adults (65 years or older) and other adults (60-64 years) at high risk from COVID-19 to stay home and stay healthy by delivering three nutritious meals a day.

Participant Information

This effort aims to assist those in need of home delivered meals and to help get our local restaurant, hospitality and transportation community back to work.

To be eligible for this program, individuals:

- must meet age requirements;
- are unable to prepare or obtain meals, and
- are not currently receiving assistance from other state or federal nutrition assistance programs.

To apply, dial 2-1-1.

LA County will implement 'Great Plates Delivered' in all cities and unincorporated areas in LA County that do not have their own locally operated programs.

For more information about the 'Great Plates Delivered' initiative in LA County, call (888) 226-6300 for the Workforce Development Aging and Community Services (WDACS) or visit their website at: <https://wdacs.lacounty.gov/greatplates/>



Who qualifies for enrollment?

Individuals may qualify to receive meals if they:

- ✓ Meet age requirements:
 - ▶ Are 65 or older, or
 - ▶ Are 60-64 and have been diagnosed with or exposed to COVID-19 or are at high risk as defined by the CDC
- ✓ Live alone or with one other program eligible adult
- ✓ Are not currently receiving assistance from other state or federal nutrition programs, like CalFresh/SNAP
- ✓ Earn less than \$74,940 (single) or \$101,460 (two-person household)
- ✓ Have difficulty accessing food resources or preparing own meals
- ✓ Live in unincorporated LA County or a city that does not have it's own Great Plates Delivered program