



Protocols for Volunteer and Member Safety During the “Re-Opening”

Bay to Sound Neighbors is grateful for your continued adherence to the CDC safety guidelines as the COVID-19 pandemic continues. We plan to offer rides for medically necessary appointments for our members. Of course, if COVID-19 spread in Massachusetts gets worse, the state will close back up and so will we. We will also do friendly visiting, outside, limited home and garden help, and technology assistance by phone.

Below are the protocols we have put in place. Protocols are based on those of the state and towns in which we live.

- On the day of the service, volunteers will call the member and ask how they are feeling today, any new symptoms (fever, body aches, new cough, shortness of breath), if they have been exposed to anyone with Covid, or recently travelled out of state. If you or the member are not feeling well, please cancel the service and notify the service coordinator at 508-470-0585.
- When picking up a member, you may escort the member from the door of their home, but do not enter the home.
- Both volunteers and members must wear a mask when together. Every member has a mask, as we have provided that to them. If you need a mask, we have one for you. When you call the member, remind him/her to wear the mask. If the member refuses to wear a mask, please decline that drive.
- The member should be seated in the back seat of the car diagonally to the driver. Please keep windows slightly open.
- While some members benefit from a volunteer’s “hand on their elbow” on occasion, please try and limit the duration of contact that is any closer than 6 feet.
- Keep hand sanitizer in your car, and use it and offer a squirt to the member at the beginning and end of any excursion. Please wipe down door handles and other areas of the vehicle after any ride with a member. Using gloves is recommended throughout. Please provide a ride for only one person a day to limit your exposure.
- When grocery shopping for a member, do not enter the home with the packages if the member is able to retrieve the packages on their own. If it is necessary to enter the home with packages, place them on the nearest counter and ask the member to step away.
- For home, garden and technology services, please continue to do technology by phone if at all possible. For home and garden, wear gloves and a mask (members, too) and use hand sanitizer. Stay at least 6 feet away from member and avoid touching surfaces as much as possible. Bring your own garden tools.
- For friendly visiting, all visiting must be done outside. Sit in yard chairs or take a walk. Masks required for both.