



October 1, 2020

Dear Bay to Sound Neighbors (B2SN) Members,

Over the past few months, our board of directors have been monitoring the state and local COVID-19 infection rates, which have remained low. Please know that due to the vulnerability of the population we serve, we must be extremely vigilant about doing our part to avoid putting members and volunteers at risk. We have also sought and received feedback from our volunteers about their willingness to restart driving members. As we are an all-volunteer organization, no services happen without our volunteers. Though many are not willing to provide services at this time due to personal reasons or at risk family circumstances that warrant extra vigilance on their part, a small group of volunteers have indicated they are ready to provide rides.

As a result, the board is pleased to let you know that we will begin offering rides for medically necessary appointments only for our members beginning on Wednesday, October 7th. We continue to offer contactless deliveries of groceries and prescriptions as well as small home and garden tasks and technology help by phone.

What is a medically necessary ride?

Volunteers will provide rides to your doctor appointments or to medical procedures deemed necessary by your doctor. When you speak to your doctor's office, please ask first if the appointment can be done by phone (telehealth). If this option is available, it is the safest option for you. If your clinician says you must come to the office, then you can call us to request a ride to/from your appointment.

How do you request a ride for a medically necessary appointment?

Please call us at 508-470-0585 with your request. We are currently not allowing members to enter their own requests on our website. The service coordinator answering will ask a few questions about how you are feeling that day, if you have travelled out of state recently, and if you have any new symptoms (fever, cough, shortness of breath, body aches). We will then put in your request and hopefully a volunteer will be able to provide a ride for your appointment. Please know that we have a limited number of volunteers providing transportation each week.

Precautions for the day of your medical appointment

The volunteer taking you to your medical appointment will call you when he/she has matched with your request letting you know that you will have a ride. Then you will be called by that volunteer on the day of your appointment. He/she will ask you a few questions about your health that day and if you have any symptoms of Covid-19 or have been exposed to someone who has Covid-19. Please cancel the request if you are not feeling well. The same applies for the volunteer providing the service.

Please sit in the back seat of the vehicle diagonal to the driver. We ask that each member and volunteer wear a mask, maintain social distancing as best you can, and wash your hands prior to getting in the car

and use hand sanitizer. Attached to this letter is the protocol that we expect both members and volunteers to follow when using and fulfilling our services. Please call us if you need a mask.

New membership extension

Because we are providing limited services, the board has again voted to extend every membership to the end of the year at no additional charge. What this means is that all members will have an additional 302 days for which they are not being charged.

Example: If your membership runs out on November 1, you will not be billed until 304 days later, or September 1, 2021. Basically, each member is receiving 10 months of very limited service at no charge.

During these extraordinary times, B2SN is trying hard to be extra cautious with our members and volunteers safety in mind. We follow the lead taken by other organizations who service seniors as well as state and local health department guidelines. If you call us for a medical ride, please take measures to protect yourself and the volunteer by wearing a mask, washing your hands, and maintaining 6 or more feet from others as best as you can. Although the Covid-19 spread on Cape Cod has remained low, please know that it is possible that if infection rates begin to climb, we may have to shut down our service offerings once again for the safety of members and volunteers.

Enjoy this taste of fall gift bag and be well! As always, please contact us if you have questions or comments at 508-470-0585.

Marilyn Nouri
Bay to Sound Neighbors President