

Appendix A.17 – COVID-19 Tool Kit

The list below provides service activity recommendations to AmeriCorps Seniors grantees that they may consider as service programs restart as they manage their volunteer programs the middle of the COVID-19 pandemic. These resources can serve as a guide as you consider new service activities for your program and make plans to reopen safely. AmeriCorps Seniors grantees must prepare and conduct an in-service training for volunteers safely serving during the COVID-19 pandemic, that covers topics such as how to help remain safe during the pandemic, and practices to consider to ensure our beneficiaries remain safe as well.

NOTE: AmeriCorps Seniors strongly recommends that grantees follow the Center for Disease Control (CDC) reopening guidance, and their own state and county re-opening measures. AmeriCorps Seniors is mindful that each location may be on a different re-opening timeline based on each state’s local and specific geographic regions.

AmeriCorps Seniors provides this toolkit as a resource to grantees. The recommendations listed below is by no means an exhaustive list. We encourage you to connect with your local health departments for additional guidance, as needed. This toolkit does not imply endorsement of the information provided on any third-party website, or an endorsement of any third-party product or service.

AmeriCorps continues to provide COVID-19 guidance as it relates to AmeriCorps grants. The guidance can be found on the [COVID-19 Frequently Asked Questions page](#). Additional resources to help guide managing AmeriCorps Seniors grants can be found in:

- [Manage AmeriCorps Seniors Grants](#)
- [AmeriCorps Seniors Resource Library](#)
- [Knowledge Network](#)

COVID-19 Resources AmeriCorps Seniors Programs Should Consider

Item	Resources
Memorandums of Understanding, Policies, and Procedures	<ul style="list-style-type: none"> - Appendix A.9 of Operations Handbook: Sample Checklist for Station Accessibility - Appendix C.1 of Operations Handbook: Sample Memorandum of Understanding (applicable for FGP and SCP) - Engage Virtually (ACL) - Sample Caregiving Form (CDC) - Volunteering during the COVID-19 Pandemic (American Red Cross)

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	<ul style="list-style-type: none"> - Staying Safe and Helping Others During COVID-19 (American Red Cross) - Many state service commissions may have online resources, for example Guidelines for Volunteers and Volunteer Organizations During COVID-19 (Volunteer Iowa) and COVID-19 Volunteer Resources (Massachusetts Service Alliance)
<p>How to Provide a Safe Volunteer Space</p>	<ul style="list-style-type: none"> - Using Personal Protective Equipment (CDC) - Strategies to Optimize the Supply of PPE and Equipment (CDC) - Addressing PPE Needs in Non-Healthcare Setting (FEMA) - Guidance on Preparing Workplaces for COVID-19 (OSHA) - Guidance for Senior Centers in Planning for Re-Opening (Vermont Department of Health) - Preventing COVID19 spread patient transport (FEMA) - Equipping CBOs To Return to Work: Considerations for the Workforce and Work Place (HHS)
<p>Existing Resources to Meet AmeriCorps Requirements</p>	<p>Work with your Portfolio Manager on changes needed to Performance Measures</p> <ul style="list-style-type: none"> - Appendix A.4 of Operations Handbook: AmeriCorps Seniors Progress Report Tips - Appendix A.6 of Operations Handbook: Volunteer Tracking Software Distributors - Appendix A.13 of Operations Handbook: Sample Data Sharing Agreement <p>Review Volunteer Assignments to Determine if edits are necessary. Work with your Portfolio Manager to discuss your concerns, and incorporate, if needed, changes. Ensure safe volunteer environments, volunteer protocols, and use of PPE.</p> <ul style="list-style-type: none"> - Appendix of C.2 (SCP and FGP) and B.2 (RSVP) Operations Handbook: Sample Enrollment Form - Appendix C.5 of Operations Handbook: Sample FGP-SCP Volunteer Information Update - Appendix C.6 of Operations Handbook: Sample FGP-SCP Income Review Form - Appendix C.7 of Operations Handbook: Sample FGP-SCP Enrollment Checklist - Appendix C.10 of Operations Handbook: Sample Letter of Agreement for In-Home Assignments - Appendix D.1 (FGP), E.1 (SCP), B.4 (RSVP), of Operations Handbook: Sample Volunteer Assignment Plan - Appendix of D.2 (FGP) and E.2 (SCP) Operations Handbook: Volunteer Positions Descriptions <p>Remember to use your Portfolio Manager, as well as other AmeriCorps Seniors programs as resources!</p> <ul style="list-style-type: none"> - COVID19 Best Practice Information: Managing and Deploying Volunteers in a Pandemic Environment (FEMA)

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	<ul style="list-style-type: none"> - COVID-19 Volunteer Agreement Sample (Buffalo City Mission)
<p>General Information.</p> <p>AmeriCorps Seniors highly recommends that all grantees provide training on safety prior to returning to service during COVID-19. These resources will assist you in establishing a COVID-19 service training.</p>	<ul style="list-style-type: none"> - How to Wear Cloth Face Coverings (CDC) - Center for the Study of Traumatic Stress (Uniformed Services University) - Articles, including Prolonged Operations in Personal Protective Equipment During COVID-19 (Uniformed Services University) - Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes (CDC) - Cleaning and Disinfecting your Home/Other Places (CDC) - What to do if You Are Sick (CDC) - How to Safely Visit Friends and Family Who are at a Higher Risk of Severe Illness (CDC) - National Indian Health Board COVID-19 Tribal Resource Center (NIHB) - How to Safely Transport Using Your Vehicle (CDC) - Protecting Yourself Using Transportation (CDC) - How to Protect Yourself and Others (CDC) - How to Manage Workplace Fatigue during COVID-19 (CDC) - Senior Medicare Patrol Warns of COVID-19 Fraud (NCOA) - HHS Office of Inspector General warns about COVID-19 Fraud Schemes (HHS) - Coronavirus Advice for Consumers (FTC) - Department of Justice Coronavirus Fraud Alert (DOJ) - State and Territorial Health Departments (CDC)
<p>Education</p>	<ul style="list-style-type: none"> - Interim Guidance for Schools and Child Care Centers (CDC) - Guidance and Considerations for Schools (CDC) - FAQs for School Administrators, Teachers, and Parents (CDC) - COVID-19 State Child Welfare and Related Health Resources (HHS) - Analysis of School Reopening Plans (John Hopkins University) - COVID-19 Information and Resources for Schools and School Personnel (DOE) - Keeping Children Safe Online (DOJ)

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<p>Mental Health</p>	<ul style="list-style-type: none"> - Coping with Stress (CDC) - COVID-19 Resources (National Center for School Mental Health) - Supporting Staff in these Extraordinary Times (MHTTC) - Helping Seniors Manage Loneliness and Anxiety During COVID-19 (Massachusetts General Hospital) - Coalition to End Social Isolation and Loneliness (Coalition to End Social Isolation & Loneliness) - Taking Care of Your Behavioral Health (SAMHSA) - National Suicide Prevention Hotline 1-800-273-8255 - SAMSHA Toll-free Helpline 1-877-SAMHSA-7 (1-877-726-4727) or Info@samhsa.hhs.gov - Mental Health and Coping (HHS) - Veterans Crisis Line, connects veterans and their families and friends with qualified VA responders. 1-800-273-8255 and press 1
<p>Technology</p>	<ul style="list-style-type: none"> - Virtual Case Management Considerations and Resources for Human Services Programs (HHS) - Ideas on How to Use Technology in Education (GoGuardian) - How to Become Tech Savvy Seniors in Ten Days (Aging in Place) - Telehealth Tools for Patients and Providers (HHS) - Resources on Anti-Bullying and Safe Internet Use (HHS) - How to Find Free Wi-Fi Near You (Make Us Of) - How to Find Free Wi-Fi Near You (Lifewire) - Software and Tools for 50+ to Learn Technology (GetSetUp) - Resources on Bridging the Digital Divide and Connecting Generations Through Technology (Cyber Seniors) - Online Virtual Classes for Lifelong Learning of Older Adults (OASIS) www.oasisnet.org - Tech Basics for Seniors (Senior Planet) <p>Explore virtual training options in partnership with volunteer stations</p> <ul style="list-style-type: none"> - Zoom - Skype - Google hangout (Free with Gmail login) - Apple FaceTime - Facebook Messenger video chat

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<p>Risk management threshold and metrics to consider</p>	<ul style="list-style-type: none"> - Risk Management for Your Volunteer Program (Verified Volunteers) - Volunteer management best practices (FEMA) - Emergency Management Best Practices (FEMA)
<p>Training Resources</p>	<p>In addition to AmeriCorps trainings, there are other free resources available which AmeriCorps Seniors grantees can use.</p> <ul style="list-style-type: none"> - COVID-19 Resources (ACL) - COVID-19 Response Series (Disability: IN) - Learning Center (VolunteerMatch) - COVID-19 Resources for Nonprofits (The Bridgespan Group) - COVID-19 Resources (Independent Sector) - Community Resources (CDC) - Community Resources (AARP) - Partner Toolkit (CMS) - Federal Rural Resource Guide (USDA) - State Service Commissions - Staying Safe and Helping Others (American Red Cross) - COVID-19 Resources (National Council on Aging) - COVID-19 Resources (National Institute on Health)
<p>Safe Volunteer Practices shared by our grantees – Innovative Ideas</p>	<p>Gateway Community Action Partnership’s AmeriCorps Seniors Foster Grandparent program enabled volunteers to reconnect with each other to offer support. Life Bio, www.lifebio.org, provided free access to an easy to use telephone platform, MyHelloLine, for AmeriCorps Seniors volunteers in FGP to bridge the cyber gap to reconnect with each other through weekly themed discussions. There was also a Spanish language support session weekly with an English language version. Life Bio made the linkage via phone or computer free to approximately 90 participants during a four-week period that in addition to offering support, helped reduce the sense of isolation, Fifty percent of the program’s volunteers participated on the weekly calls. Contact: Natalia Uribe, nuribe@gatewaycap.org</p> <p>RSVP of Southern Maine introduced A Volunteer Emergency Response Team (AVERT) to virtually train new volunteers as substitutes for the Meals on Wheels program to continue to deliver meals without interruption. Also trained new</p>

	<p>volunteers for our Phone Pal (telephone reassurance) program via training webinar and partnered and collaborated with local towns to train volunteers as they establish their own telephone reassurance programs. Additionally, use volunteers remotely to assist with administrative tasks including updating our resource database. Contact: Mary Hadlock, mhadlock@smaa.org</p> <p>Computer Buddy is an email/blog program between students in elementary schools in Dane County and AmeriCorps Seniors volunteers in the RSVP program. Teachers work with students who want to participate in the program. We train the volunteers on how to use the Kid blog email program. The program is easy to use but also it is a secure site and allows the director or the Program Coordinator the ability to look at all communication between students and volunteers. Contact: Diana Jost, djost@rsvpdane.org</p> <p>Hancock County, Mississippi RSVP sponsored by the City of Waveland launched a county wide Senior Hotline last week to support seniors across the county during the COVID-19 crisis. For seniors that have limited mobility and transportation that are need of someone to pick up items such as medications, food water and other necessities, can call the Hancock County Senior Hotline to request assistance with errands. Contact: hancockcountyrsvp@hotmail.com or call the RSVP office 228 467-9073</p> <p>Knoxville Community Action Agency AmeriCorps Seniors volunteers in SCP shifted their schedules to provide wellness checks and social support to their clients via phone. AmeriCorps Seniors volunteers and staff collectively call seniors daily to provide wellness checks, information and referral support, and socialization. AmeriCorps Seniors volunteers have already worked creatively to assist their clients with grocery delivery, medication delivery, helping reschedule doctor appointments, enrolling clients for mobile meals, and connecting folks to mental health support services through these phone visits. Contact: Deisha Finley, deisha.finley@knoxseniors.org</p> <p>INCA-RSVP in Tishomingo, Oklahoma set up a HOTLINE for seniors, disabled and homebound individuals to call for help, food, referrals, mental counsel, etc. and developed a COVID-19 RESPONSE TEAM to assemble Senior Disaster Emergency Care Bags. Volunteers deliver these bags to homebound and sheltering-in-place seniors that need basic essentials. Bags include shelf stable food. Volunteers ae also making masks that are distributed to local nursing homes, hospitals, clinics, fire/ems departments and our veteran groups have a Buddy Call list, contacting veterans and their spouses a minimum of twice a week to keep them engaged and active. Contact: Wanda Gray, w.gray@incacaa.org</p>
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	<p>SEARCH (Seeking Elderly Alone Renew Courage & Hope) RSVP of Central Maine adapted the transportation program and practices into safe volunteering by transporting clients for essential activities as defined by federal and state directives, such as critical medical appointments, pharmacy and grocery (our volunteers offer to pick up and deliver pharmacy and grocery). The agency provides gloves and masks for volunteers and clients to use. Clients ride in the back seat on the opposite side as far from the volunteer driver as possible. Contract: Cindy Whitney, cwhitney@ccmaine.org</p> <p>The Friends Program of New Hampshire has a Foster Grandparent volunteer who has been listening and following along with his middle school students Google Classroom math lessons so he can be ready to assist the students who need extra support. He is striving to be up to date on what they are learning as well as the format they are learning it in, so that he can be of service.</p> <p>Bone Builder’s classes are trying to meet virtually either through Facebook live streaming, Zoom, or in an email chain. The participants are thrilled to have a vehicle to talk to each other and the larger classes are communicating, sharing notes of inspiration, tips to stay active, and ways to remain healthy while at home. One leader even posted a tutorial on making a homemade mask with items participants would likely already have at home Contract: Lily Wellington, lwellington@fiwndsprogram.org</p>
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