



Avenidas

NEWS

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From the President



Dear Avenidas Friends,
I hope you and yours are well despite the uncertainty and discomfort of the times.

Back on March 13th, when we made the decision to close the doors at our three Avenidas centers in the midst of COVID-19, what was most on our mind was: how could we continue to serve the older adults who need us now more than ever?

Our staff immediately began creating a comprehensive work plan for supporting older adults as we all worked remotely. I am proud to report that we successfully made that transition happen.

We've devoted this issue to tell you the stories of how our various programs have been responding to the change in local needs and bringing a sense of security, belonging and even hope to our seniors.

We look forward to seeing everybody again soon!

Amy

Amy Andonian
President & CEO



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Avenidas Village Members Experience the Helpful Impact of a Strong Support Structure

Over two months ago, "Shelter in Place" brought a new lifestyle and many unexpected changes. However, because Avenidas Village, an aging-place program, had all the necessary infrastructure built into it already, we were able to pivot slightly and begin immediately helping our members.



Avenidas Village members Edgar and Gee Gee Williams were thankful for the food delivery made by staff member Sabrina Huang (not pictured).

Grocery shopping & delivery: We repurposed the role of our Social Events coordinator to help members obtain groceries while sheltering in place. To avoid duplicating other resources, we've been focusing on stores that members couldn't access in other ways, such as Trader Joe's, Cook's Seafood, Piazza's and Sigona's Farmer's Market.

Communication & education: Concurrently, we've worked hard to educate members on other available options such as Instacart or local stores offering online ordering or delivery. The Village Google Group has been a key resource for us to quickly share the latest information on these types of services with our members.

Member website: We also added new features to the members' only website (accessible by login) to make it an even stronger communication tool. Members can now add biographical information about themselves and add a photo to their profile, so that the members can see faces

Continued on page 3

Door to Door Drivers Deliver Food, Medications & Good Cheer during COVID-19

In the early days of the sheltering in place order, one of the first things the Door to Door Transportation Program did was contact its 183 client with outreach calls. This went above and beyond requests for rides—we were able to really connect with people and work with their family and neighbors if we discovered any issues, and call in our Avenidas Care Partners social work team for wellness checks if there was a concern.

We also focused on connecting people to Avenidas and outside services, with our Handyman department researching and referring to companies that were open at this time, and Senior Planet@Avenidas helping provide tutors, especially for folks needing to learn how to use Zoom so they could access all of our great new online programming.

After that, we shifted our drivers from rides, since everyone had to stay at home, to providing deliveries of groceries, essential over the counter medicines, antibacterial self-care and home products from pharmacies as well as prescriptions.

Volunteers helped us with online and in person shopping and donations to provide hard to get essentials—hand sanitizer, rubbing alcohol, antibacterial home cleaning products, toilet paper, paper towels, gloves and masks. Then our drivers could pick up those items when not available in stores and deliver to folks who needed them.



Jyllian Halliburton, Manager of the Avenidas Volunteer Program, gets ready to make a delivery of hard to find products to a senior who can't get out to check all the stores for soap, paper towels and more.

Here's what some of our clients said about our shift to delivering food and medicines:

"I like that the shopper comes to my door masked and gloved and leaves the groceries at the door so there's no contact. Being billed at the end of the month is also convenient!"

"The process was easy, and the shopper was great. She picked out the most beautiful vegetables and fruit. I wish I could give her a hug!"

"The shopper is my guardian angel. I casually mentioned it was my birthday that week and she sang Happy Birthday to me and brought me ice cream!"

Avenidas LGBTQ Seniors Initiative Versus the Coronavirus

The Avenidas LGBTQ Seniors Initiative was created to address the issues that most threaten the ability of LGBTQ seniors to age successfully and offer them an array of programming and quality social services. We are even more committed since Governor Newsom issued the Shelter in Place Order in March.

Admittedly, it has been challenging to build community and bring people together since the social distancing guidelines were put into place. However, the Avenidas LGBTQ Seniors Initiative is up to the challenge. Monthly meetups offering fun, engaging activities and “social” interaction have been adapted so that participants may participate in games such as our recent “Stay at Home Photo Scavenger Hunt.” Participants took photos in their homes of items from a list of provided by Avenidas, and the winner won a \$50 Amazon gift card.

For more personal interaction and conversation, we have a weekly Senior Empowerment and Connections group where we talk about various pre-determined topics that relate to LGBTQ aging and culture. This group meets through Zoom on Monday mornings and is free of charge.

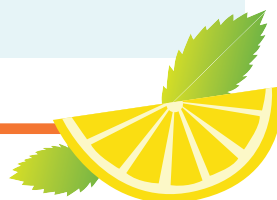
The Coronavirus has made it difficult for our community, but the shelter in place order has given us all an opportunity to gain some perspective and empathy for our elders who are living with social isolation. We have recently begun working with Mon Ami, the national friendly visiting agency, to provide friendly phone calls and one to one video visits from volunteers who are culturally sensitive allies to, or members of, the LGBTQ community.

Post-Coronavirus, we will still work together to provide LGBTQ seniors with home visits from friendly visitors or companions. We are very excited to be offering this to the community and encourage those who would like to participate to reach out. Contact Thomas Kingery by email at tkingery@Avenidas.org for information on any of the Avenidas LGBTQ



Many people enjoyed participating in an all-inclusive Avenidas LGBTQ Seniors Initiative photo treasure hunt, including Francis Scherry, shown here with that almost impossible to find un-opened four pack of toilet paper, and Chet Frankenfield, who won second place, modeling his military hat.

Expanded Benefit for Giving



On March 27th, the CARES Act for nonprofits was passed. There are many parts of the law that can support the work of Avenidas so that we can continue to serve our community, but of particular importance is an expansion of charitable giving incentives. These giving incentives can provide support now and throughout 2020 as we come back from the effects of this virus.

New Deduction Available: The bill makes a new deduction available for up to \$300 per taxpayer (\$600 for a married couple) in annual charitable contributions. This helps people who take the standard deduction and don't get the tax benefit of giving because they don't itemize on their tax return. The total amount of charitable gifts (up to \$300) is subtracted from your gross income. It is an “above the line” adjustment to income that will reduce taxable income.

A donation to a donor-advised fund (DAF) does not qualify for this new deduction. Of course, if you have any questions, check with your tax preparer.

This issue sponsored by **Care Indeed**

Care Indeed's mission is to help create a better world for our seniors and caregivers. Founded by nurses with extensive caregiving experience, we offer a wide range of home care services across the Bay Area and King County, Washington. For more information, call (877) 504-3822 or visit us at www.careindeed.com.

Avenidas Care Partners Provide Much Needed Support During Crisis

So far during this COVID-19 crisis, Avenidas Care Partners has provided a total of 500 callers and family caregivers with telephone support and Zoom services such as crisis intervention, information and



Avenidas Care Partners Manager Paula Wolfson is available to provide information, resources and support as needed.

resources, coordinating grocery and medication deliveries, and strategies for coping with sheltering in place.

Our Monday Caregiver support continued on Zoom. We discuss how difficult it is not visiting our loved ones who reside in care facilities and try to stay focused on having productive experiences and managing our self-care.

We also felt it was critical to come together as a community, so we invited Dr. Ayati Mehrdad, the Director of the Geriatric Center in Los Altos, to join us in a weekly Town Hall Zoom meeting and provide updates on the impact of COVID-19 on elders in Santa Clara County.

Sixty to a 100 plus community participants joined these Town Halls each week and sent in compelling questions on our chat line. Other guest speakers included Dr. Grace Nadolny, Dr. Ellen Brown, and Dr. Marina Martin, Section Chief of the Division of Geriatric Medicine Stanford Hospital. All these presentations were recorded and can be viewed on our website, www.avenidas.org.



Dr. Marina Martin of Stanford, along with Dr. Amy Hsu and Dr. Albert Lam, both with PAMF, are working with Avenidas to help deliver critical supplies to senior facilities such as Webster House.

New Community Partnership

Now we have a new community partnership forming with “Operation PPE” (Personal Protective Equipment). The Avenidas Door to Door transportation program and Avenidas Care Partners social work program have teamed up with compassionate doctors from PAMF and Stanford to distribute masks and other personal protection equipment to skilled nursing, assisted living and memory care facilities, as well as home health care agencies. The purpose of the project is to help protect staff, vulnerable seniors and caregivers from exposure in congregate living situations by providing surgical or N95 masks, face shields and gowns. Dr. Lam of PAMF, Dr. Martin, and Dr. Ayati from Stanford, are among the geriatricians coordinating this critical service with Avenidas, with the help of Pat Robinson, retired home health care nurse. This project will continue as long as necessary, possibly through the Fall and in the advent of future waves of the pandemic. If you are interested in helping please call (650) 289-5400 to leave a message for Jyllian Halliburton, Director of Community Engagement, or email jhalliburton@avenidas.org. We are seeking volunteers to do outreach and deliveries, donors, and donated supplies for this important project.



Putting Creativity and Compassion to Work for Health of Participants

The Avenidas Rose Kleiner Center (ARKC) staff is used to welcoming in 60+ participants to our day health care center in Mountain View every day. In addition to medical support, our participants come in for socialization, lunch, exercise, and activities.

On March 16th, our whole model switched to a "Center without Walls." Over the last few months, our staff have gone above and beyond to reach out to our participants in their homes. Some of the services we have provided are social calls, deliveries, service coordination, caregiver support, exercise videos, social-distanced visits, and activities.

The 130+ social calls we conduct each week are made primarily by our program aides. In addition, we are also conducting 60+ Wellness/Risk Assessment calls weekly. The goal of the calls is to increase social engagement, reduce depression, and to continue our connection with our participants and families. We call participants to "chat" but also to identify new needs that arise for home care, medical follow up, food and other delivery needs.

One participant remarked, "It makes me feel like I am not alone, and that people are thinking about me. "Another family reports "You all are doing so much good to get your people through this crisis. I'm sure I'm not the only one who feels enormous gratitude for all you are doing! Many, many thanks!"



We keep participant Marcial stocked with the beads he loves to make crafts with.



Participant Steve and Activities Floor Lead Dina take a long walk around Shoreline park.

In addition to calls and service referrals, we have also learned how to do caregiver support groups on Zoom. We continue to provide activities to participants to do at home weekly. Loretta, our Activities Manager, designed a special calendar to follow at home so that our participants and their caregivers can have a little structure to their days, and gives some ideas for fitness and activities.

We have a YouTube channel where participants and families can see Dina and Eileen lead exercises to follow along with them. We also are having fun with participants on Zoom, Facetime, and other ways that work for the participants and families.

Is it ideal? No. Have we discovered that we continue to make connections with participants and help connect them to each other? Definitely! We continue to look forward to the day we can reopen!

Avenidas Village Meets New Challenges Cont. from page 1

and personal interests as well as the names of others. Another new feature is "Village Talk," a members' discussion forum where updates on resources can be posted and shared. Members can keep up to date by reviewing and contributing to this forum frequently.

Tech and social support: When we realized that Zoom meetings were going to be the norm, we quickly offered several "get to know Zoom" instruction sessions to help members learn the technology. We also developed a variety of Zoom offerings to help keep members entertained and engaged during this tough time.

Village-wide check-in: Like a good old-fashioned phone tree, we were able to rely on our Clusters (Villagers living in nearby neighborhoods) to contact folks who had been unresponsive. Each cluster's leader made sure that everyone was part of the effort to get ahold of their fellow members. The purpose of the check-in was twofold: to make sure folks were doing well and had what they needed, and to ensure members were up to date on ways the Village may be able to offer extra help if needed. We want all members to know the Village is here for their support.

The Village has often been compared to an insurance policy, something you might not look at every day, but when you are in trouble and need assistance, it's there for you. The current situation with COVID-19 created new needs, and the Village infrastructure was put to the test to see how quickly and effectively we addressed those needs for our members. So far, our members have told us that the results have been positive!

One member who has not used very many Village services but has enjoyed her neighborhood group said: **"It's very reassuring to know you guys are out there doing stuff for members, especially now."**

A member commenting on grocery delivery said: **"Thank you very much. This is a tremendous service you are doing for us."**

Advertorial

Evaluating Your Future Healthcare Decisions How To Prepare For Those Difficult Conversations

We hope that everyone is doing well and staying safe during these challenging times. As home care providers, our primary focus has centered on the health and wellbeing of our clients, their families, and the community as a whole. While the situation at hand has us all understandably focused on the short-term issues we're facing, we've also noticed from counseling families that many are struggling with aspects of long-term care planning and preparation.

We understand that these conversations are often difficult to have—especially when things are going well. Planning for the worst is not fun for anyone involved, but we can't stress enough the importance of having "all your ducks in a row" when it comes to end of life care and the legalities around the subject. Adopting a preventative mindset in preparing your family for any illness will equip and empower the family unit to function as well as possible during a trauma. It's not a fun subject for any family to plan, and the last thing you want to surface when faced with caring for a sick loved one.

There are many online resources available to help, but here are our top priorities we think all families should have in place regarding medical planning:

- **Share Your Wishes Openly:** Have those difficult conversations from a place of love and clarity. Although challenging to initiate, this will help your families understand their roles in an emergency and clarify how you want aspects of your healthcare to be carried out.
- **Create an Advanced Directive and Identify a Medical Decision Maker:** Choose a point-person to communicate and document your wishes for how they are to proceed in a medical emergency. Make sure that they are not only clear on how you would like things handled but that they also have copies of important documents.

- **Create a Medical Plan for a COVID-related Hospitalization:** Ensure you have all the above paperwork organized and ready to go should you need to be hospitalized. Due to the nature of this communicable disease, loved ones may not be able to physically advocate on your behalf, so having all the required documentation above printed and readily available will ensure your wishes are carried out, and all appropriate parties (including your extended health team of providers) are notified and updated on your health status.

We hope that no one will have to use these preparations, but it is always better to prepare to ensure you and your family are taken care of during this pandemic. We wish you all safety, good health, and wellness!

If there is anything we can do to assist you at this time or even if you just need a friendly voice to chat with, you can contact our Wellness line at (888) 919-5872 or send us an email at support@careindeed.com and we'll be happy to assist you.



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JOIN US NEXT YEAR FOR
Lifetimes of Achievement 2021

For the health and safety of our friends, Avenidas is postponing our 2020 Lifetimes of Achievement Garden Party to
Sunday, May 16th, 2021!

SAVE THE DATE
and join us in celebrating the accomplishments of our honorees.

HONORING
Fran Codispoti
Betsy Gifford
Gay and Bill Krause
Eliane and Armand Neukermans
Alma and Jim Phillips
Steve Player



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Many different Avenidas staff members, including our CEO, our Marketing department, and even some of our accounting folks have been making birthday calls to members to help ease the loneliness that sheltering in place can cause. Happy 102nd Birthday, Bill Corcoran!



The Ukulele Jam Session with P.A. Moore and her husband Ed was one of the first of many of our classes and activities to switch to the Zoom format. We now are offering numerous classes via Zoom, from Gentle Hatha Yoga and Current Events, to a Reading Club and Mindful Meditation, and more! Visit www.avenidas.org to find the class that's right for you!

Avenidas Supporting Seniors in Crisis by:

- Continually updating our Avenidas without Walls Resource page on our website (www.avenidas.org) to make it a one-stop shop for information
- Delivering groceries, supplies and medicine to those in need
- Promoting our Friendship line and responding to all requests
- Making daily and weekly check-in calls to decrease loneliness
- Transitioning many of our classes to Zoom to keep people learning and moving
- Developing bi-lingual Zoom classes of interest to Avenidas Chinese Community Center members
- Creating new online programs to keep our LGBTQ community involved
- Teaching seniors how to use this crucial new tool called Zoom via our Senior Planet@Avenidas online classes and written instructions (available in 3 languages)
- Maintaining the health of our adult day participants and their families through phone calls and nursing visits to drop off supplies and check blood pressure levels
- Coordinating volunteers to make friendly outreach calls to connect isolated seniors with our services
- Working to counsel seniors and provide care planning through this challenging time



The Avenidas Chinese Community Center (ACCC) offers online Office Hours twice a week on Mondays and Wednesdays at 1:00pm via Zoom. It has been a way for our members to ask questions or just to check in on each other. In addition, we're offering a Beginning Cantonese class, a healthy cooking class, and an virtual field trip.

One participant had the following to say: "We thank you for holding us together with terrific free programming. You provide a warm and inviting "place" to feel like a community, learn new things, and see our new and old friends daily."



Internationally-known master of ink brush painting, Andrew Siu (shown above), has been teaching Lingnan style of Chinese Brush Painting, at Avenidas Chinese Community Center, which has been very popular.

If you'd like to learn more about how you can join in the fun at the ACCC, please visit www.avenidas.org, or call our bi-lingual line (Chinese & English) (650) 289-5409.