

COA Meeting-September 14, 2020

Though our building is still not open to the public, we continue to provide the following services:

- Transportation for in-town and medical rides, both are picking back up in volume
- Meals: MOW deliveries (Tuesday-Friday) and Community Café (5 frozen meals delivered every Tuesday)
- Wellness Check outreach calls-these are now happening once per month, unless otherwise requested
- Virtual Programming with at least 1 in-person safely distanced special event per month i.e. Picnic Parade, Drive-In Movie, etc.
- Weekly communications through email blasts and robo-calls to all members
- Management of the office: volume of phone calls have remained steady. Paying bills, grant reports, management of social media, etc.

All trips from March onward this calendar year were cancelled or postponed. I have been in touch with all of our travel partners to reschedule popular trips for 2021. Refunds have been issued to all people registered for 2020 cancelled trips.

Kudos to our Senior Center Building Committee, who are doing an incredible job. I am very excited for the new senior center design, which I shared with senior center staff at our last staff meeting. The interior spaces have been finalized and approved by the committee and include everything that was in our Strategic Plan from 2017, except for a Café—which would have been nice, but wasn't essential. It is going to be phenomenal and offer many incredible programming opportunities in the future. I expect we will see our membership grow exponentially with the excitement around a new facility.

State guidance for a Phase 2 reopening of senior centers was released in late August. It is confusing, because although it allows for reopening as early as September 1st, the recommendations of the guidance remains that anyone ages 65+ "Stay Home. Stay Safe." I've been involved in many Zoom sessions with CASCP, Senior Resources and the Chatham Health District discussing this subject. Many municipalities have decided to wait until Phase 3 or January 1st for their reopening. Chatham Health District is recommending a "wait and see" approach with special focus on whether the cases will increase with the openings of school. Senior Center Directors in the CHD region, which includes Colchester, Hebron, Marlborough, East Haddam, East Hampton and Portland have decided to work together to develop a regional reopening plan. We have a meeting scheduled for September 21st. Our tentative reopening date is scheduled for October 13th, but will be adjusted if needed based on any increased cases in the region. In addition to COVID-19 precautions, we are also considering the impact of loneliness and social isolation caused by the pandemic.

Results of the COVID-19 Response & Reopening Survey which went out are tabulated and have been reported to the First Selectman and our members, posted on the senior center webpage on the Town website. We sent it out both digitally and mailed paper copies to any members without email. We received 185 responses (approximately a 15% rate of return) and the findings were interesting and will prove helpful to inform our reopening plans. The thing I am most proud of it is we asked (Q 2) How would you rate the Colchester Senior Center's response to COVID-19? We received nearly 98% of responses being excellent or good (78.26% of respondents rated us excellent) and 2.17% Fair, with 0% Poor ratings. This tells us that our response strategies were on target and well received.

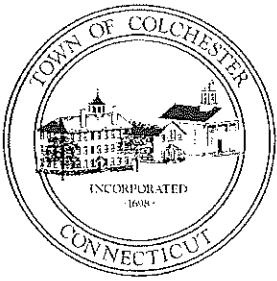
Our Program Coordinator position is currently vacant. The position has been posted on the Town website and will remain active until September 25th, at which time we will be seeking to hire. In the interim, I am covering and planning all programs, developing the monthly newsletter and keeping all activity statistics, in addition to my usual workload. I've successfully recruited new volunteers to assist me by leading several programs.

Today is a fundraiser at Mel's Downtown Creamery from 12-9 p.m. A portion of the sales from today will be donated the Colchester Senior Center's Programs. Also, in celebration of National Senior Center Month, we will be hosting a Drive-In Movie Night at St. Andrew's Church parking lot on Wednesday, September 30th at 6:30 p.m. (rain date will be October 7th, if needed).

Attendance & Meals Served:

- Meals served/delivered in June: 526 MOW: 274
- Meals served/delivered in July: 498 MOW: 277
- Monthly transports in June: 498

- Monthly transports in July: 577
- Monthly attendance in June: 956 (growth in transportation and program participation)
- Monthly attendance in July: 950
- Total Membership: 1284* (Throughout the course of the pandemic, we have archived approximately 100 members who we discovered had moved away or passed away, without our knowing)



Town of Colchester, Connecticut

95 Norwich Avenue, Colchester, Connecticut 06415

Patricia A. Watts, Director of Senior Services/Municipal Agent

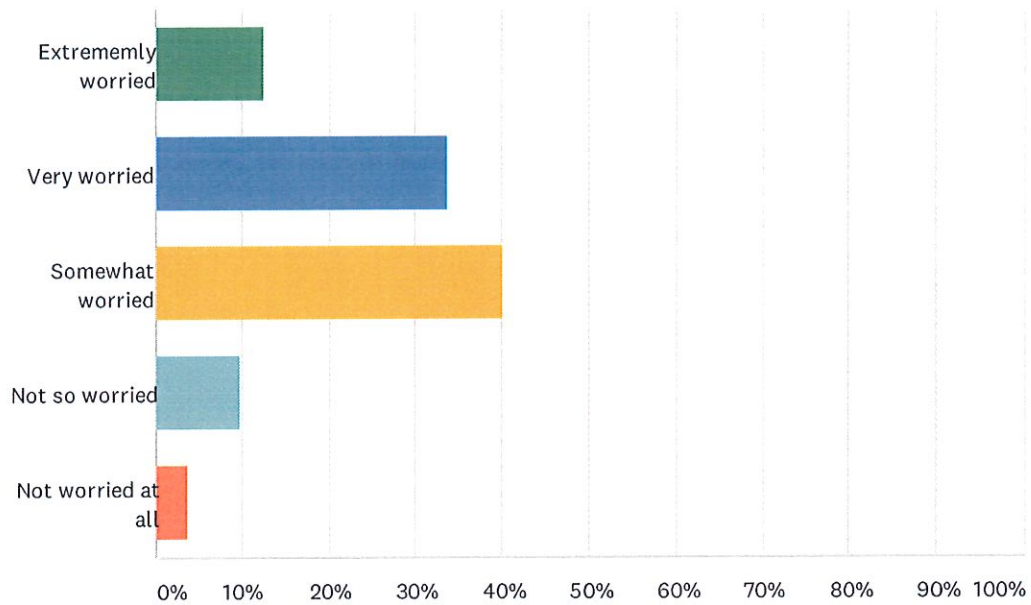
Transportation Itemization for August 2020

Item	Date	Amount	
Daily Transportation	8/31/2020	\$0.00	Total
Trips	8/31/2020	\$0.00	Total
Combined Total		\$0.00	
Year to Date Total		\$2623.11	

*No Deposits made at this time.

Q1 How worried are you about the impact of coronavirus on you personally?

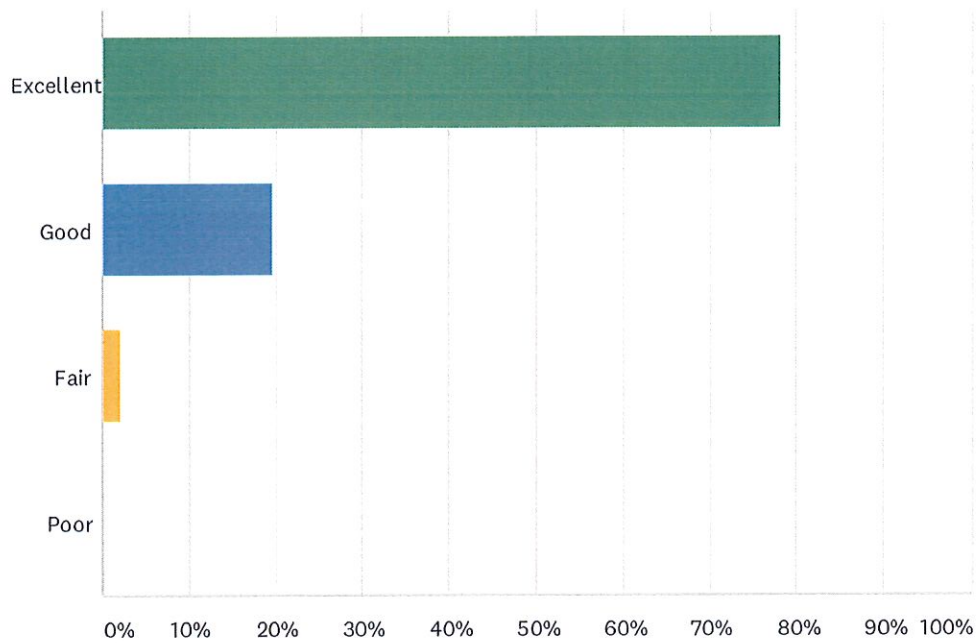
Answered: 184 Skipped: 1



ANSWER CHOICES	RESPONSES	
Extremely worried	12.50%	23
Very worried	33.70%	62
Somewhat worried	40.22%	74
Not so worried	9.78%	18
Not worried at all	3.80%	7
TOTAL		184

Q2 How would you rate the Colchester Senior Center's response to COVID-19?

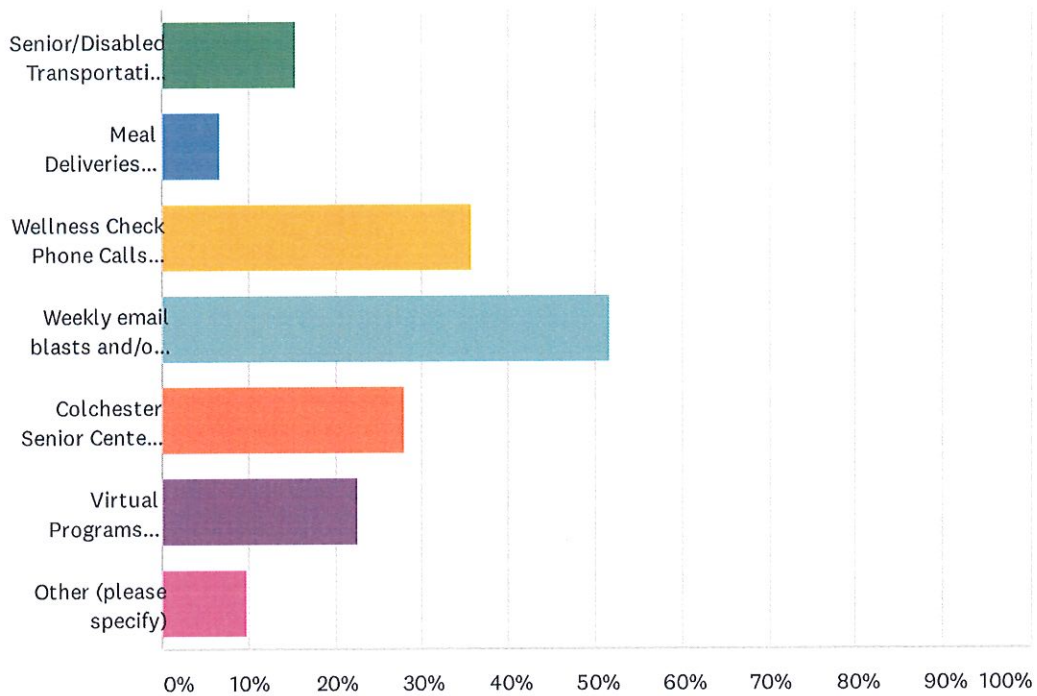
Answered: 184 Skipped: 1



ANSWER CHOICES	RESPONSES	
Excellent	78.26%	144
Good	19.57%	36
Fair	2.17%	4
Poor	0.00%	0
TOTAL		184

Q3 Select the services which you have found to be the most helpful during this time. Select all that apply.

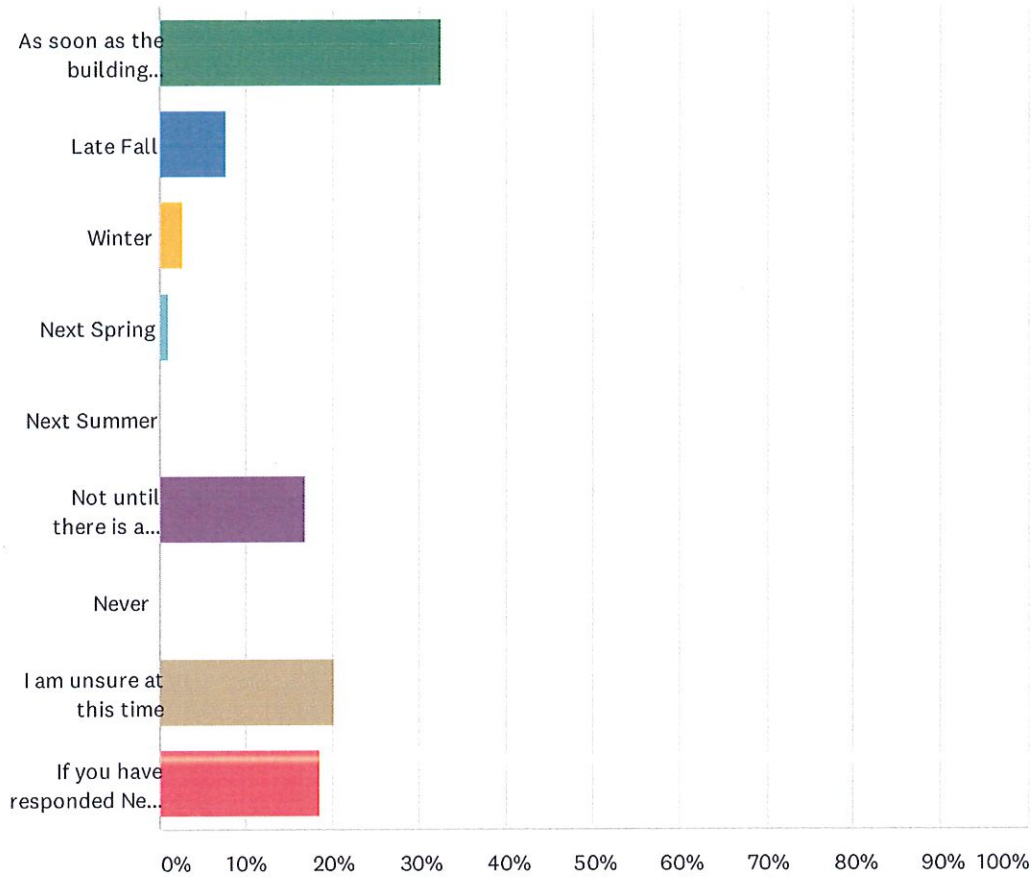
Answered: 182 Skipped: 3



ANSWER CHOICES	RESPONSES	
Senior/Disabled Transportation Services	15.38%	28
Meal Deliveries (Meals on Wheels or Community Cafe)	6.59%	12
Wellness Check Phone Calls from CSC Staff	35.71%	65
Weekly email blasts and/or robocalls from CSC Director	51.65%	94
Colchester Senior Center Monthly Newsletter	28.02%	51
Virtual Programs through Zoom or Conference Call	22.53%	41
Other (please specify)	9.89%	18
Total Respondents: 182		

Q4 When do you plan on returning to the Colchester Senior Center?

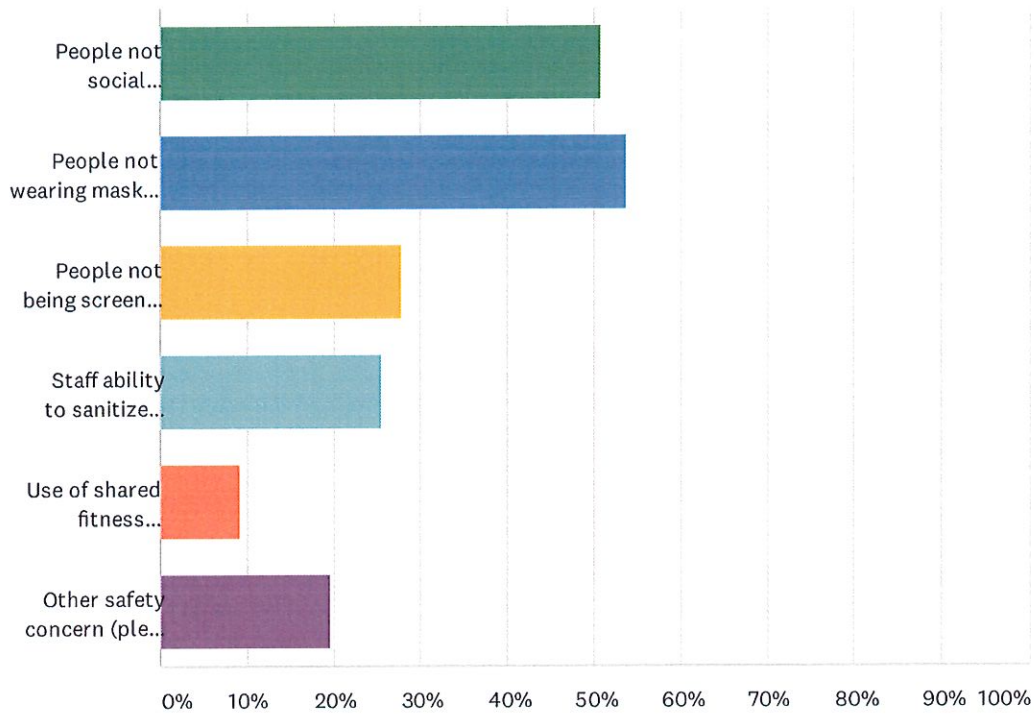
Answered: 182 Skipped: 3



ANSWER CHOICES	RESPONSES	
As soon as the building reopens to the public	32.42%	59
Late Fall	7.69%	14
Winter	2.75%	5
Next Spring	1.10%	2
Next Summer	0.00%	0
Not until there is a vaccine widely available	17.03%	31
Never	0.00%	0
I am unsure at this time	20.33%	37
If you have responded Never or Unsure, please tell us your concerns:	18.68%	34
TOTAL		182

Q5 What safety concerns do you have about returning? Please select top three answers.

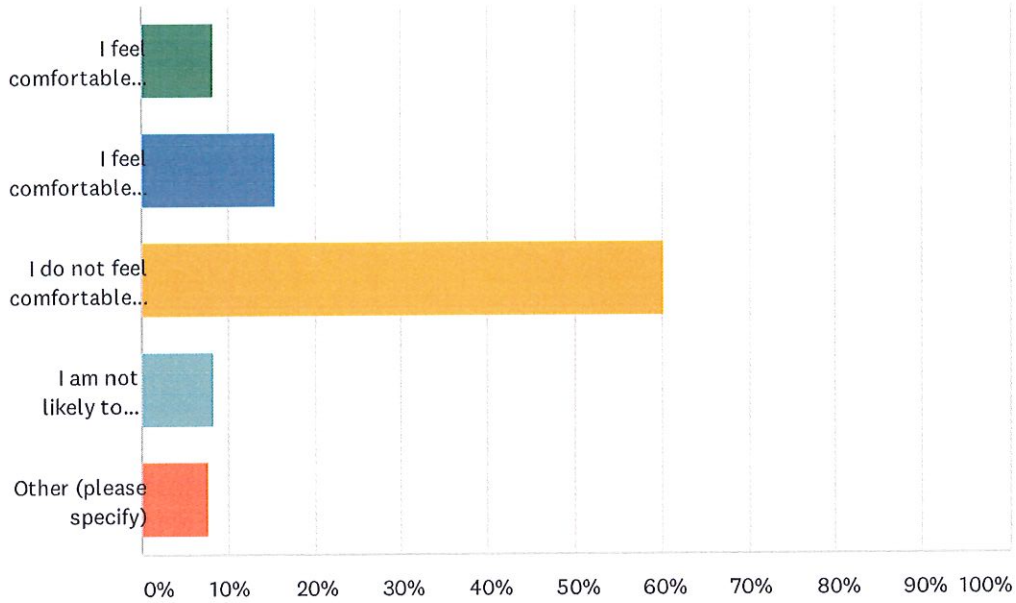
Answered: 173 Skipped: 12



ANSWER CHOICES	RESPONSES	
People not social distancing	50.87%	88
People not wearing masks while in public	53.76%	93
People not being screened at the door	27.75%	48
Staff ability to sanitize building adequately	25.43%	44
Use of shared fitness equipment	9.25%	16
Other safety concern (please specify)	19.65%	34
Total Respondents: 173		

Q6 Knowing that our travel vendors have put protocols in place for your safety, what is your level of comfort with participating in a senior center sponsored trip?

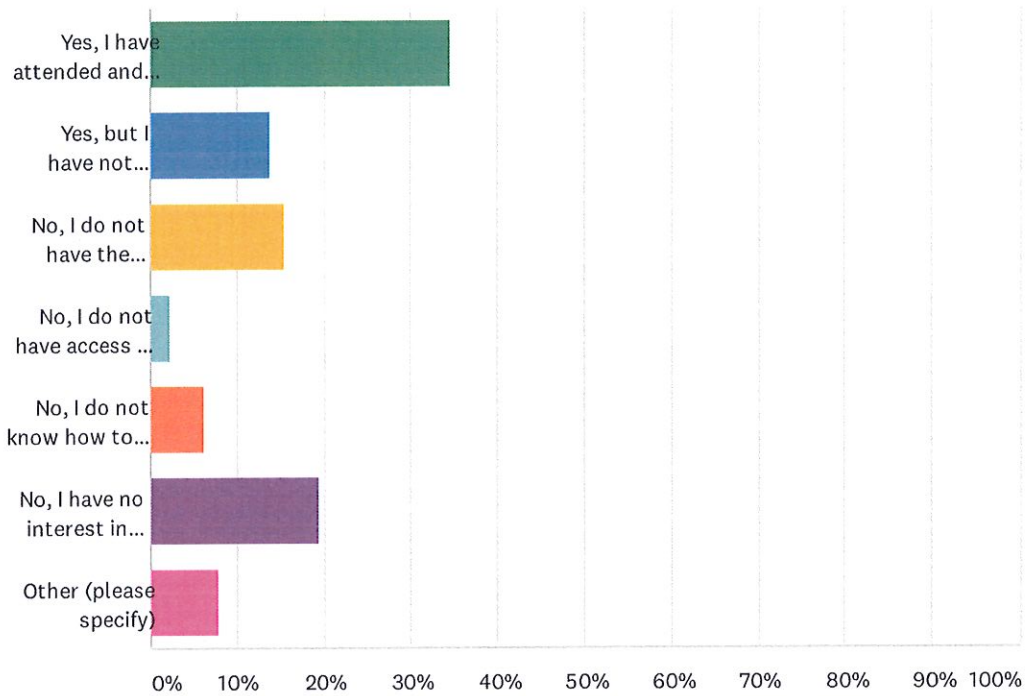
Answered: 181 Skipped: 4



ANSWER CHOICES	RESPONSES	
I feel comfortable with any trip that is offered	8.29%	15
I feel comfortable only with local travel (day trips)	15.47%	28
I do not feel comfortable with any travel at this time	60.22%	109
I am not likely to travel again	8.29%	15
Other (please specify)	7.73%	14
TOTAL		181

Q7 Are you able to participate in the Colchester Senior Center's Virtual Programs?

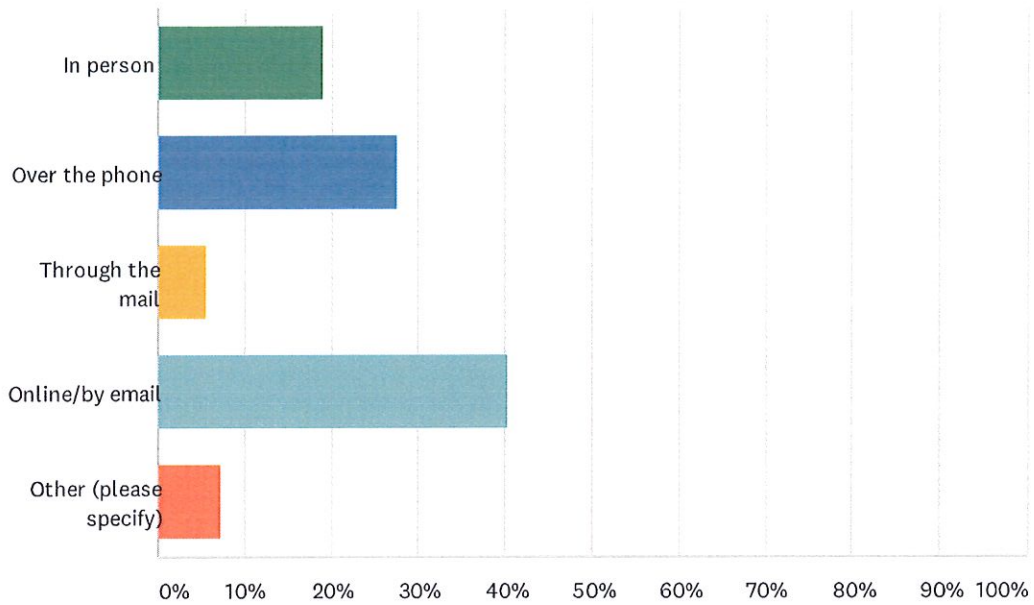
Answered: 174 Skipped: 11



ANSWER CHOICES	RESPONSES	
Yes, I have attended and I enjoy them	34.48%	60
Yes, but I have not attended any programs because they are not appealing to me	13.79%	24
No, I do not have the necessary technology at home (computer, tablet, smart phone)	15.52%	27
No, I do not have access to the internet at home	2.30%	4
No, I do not know how to sign in to the Virtual Programs, but would be interested to learn	6.32%	11
No, I have no interest in participating in Virtual Programs	19.54%	34
Other (please specify)	8.05%	14
TOTAL		174

Q8 Registration will be required for all of our programs when we reopen. How would you prefer to register for programs?

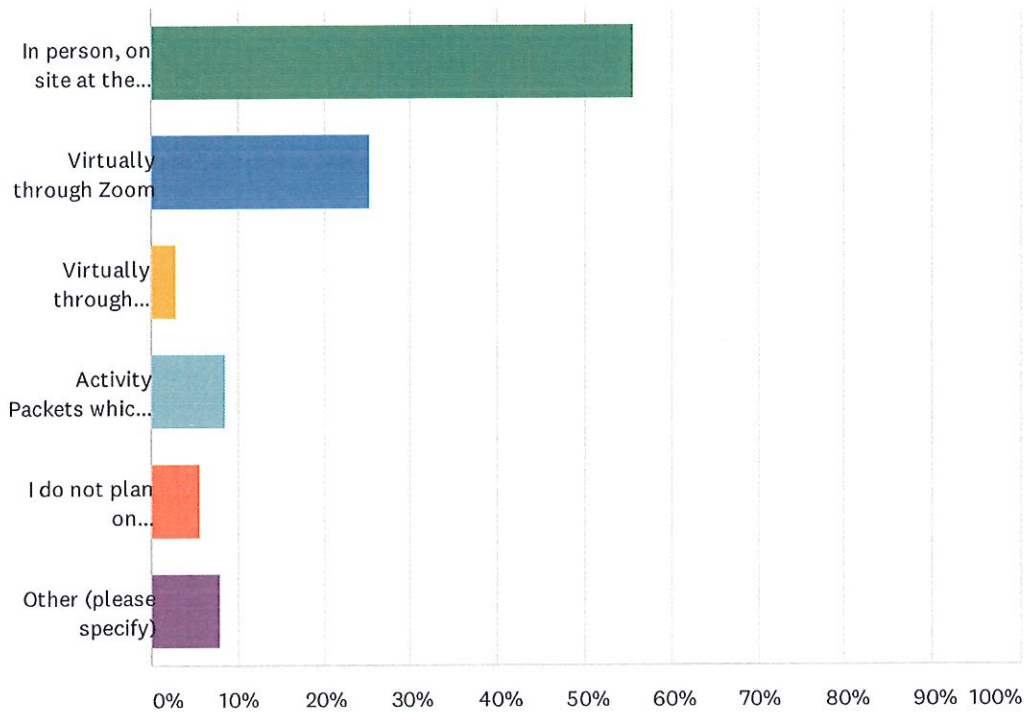
Answered: 178 Skipped: 7



ANSWER CHOICES	RESPONSES	
In person	19.10%	34
Over the phone	27.53%	49
Through the mail	5.62%	10
Online/by email	40.45%	72
Other (please specify)	7.30%	13
TOTAL		178

Q9 Upon reopening, which way would you prefer to participate in selected programs? (check all that apply)

Answered: 174 Skipped: 11



ANSWER CHOICES	RESPONSES	
In person, on site at the senior center	55.75%	97
Virtually through Zoom	25.29%	44
Virtually through Conference Call	2.87%	5
Activity Packets which I can complete by myself at home	8.62%	15
I do not plan on participating in anything once the senior center reopens	5.75%	10
Other (please specify)	8.05%	14
Total Respondents: 174		

Q10 Please leave any final comments, thoughts, concerns or questions you have for us:

Answered: 64 Skipped: 121