As we all begin to create a new normal during the COVID-19 pandemic, it's important to us that we let each of our supporters and community members know how we are responding in these challenging times and what we need from you. Every decision we make is being guided by our commitment to ensuring seniors are provided with services and resources to age in place, safely.

Here's how we are responding:

**PEOPLE**

We are taking care of our people- our staff & volunteers- and are focused on their safety and productivity during this time. The majority of our staff is working remotely and ensuring their safety with social distancing. Our volunteers are being equipped with masks and gloves when delivering meals to our home-bound and self-isolating seniors. However, **we need the community's support.** As we all know, masks and gloves are on high demand and we are seeking donations of such items so that we can continue to protect our staff and volunteers who are working on the front line, taking care of our seniors. Donated Items needed include masks, gloves, cleaning products, disinfectant wipes/sprays, hand sanitizer, bleach and monetary donations.

Donations are accepted at:
739 Thimble Shoals Blvd. Suite 1006, Newport News VA
Donors will need to call ahead to their arrival: (757) 873-0541

**PROGRAM IMPACT**

We are continuing to take measures to stop the spread of the virus. We've had to make a few operational changes, and we know that during this time, getting access to supports and services can be difficult, but PAA is available via phone, Monday-Friday, 8:30am-5:00pm at (757) 873-0541.

- Our Senior Dining Clubs have effectively closed until **further notice**, however we are ensuring that those seniors have access to food if need be.
- The Meals on Wheels program is still engaged with our homebound seniors, delivering Monday-Friday, with the help of our volunteers, approximately 500 meals daily. **BUT we are in NEED** of more volunteers to help with this program. Please call us at (757) 873-0541 or visit our volunteer section at [www.paainc.org](http://www.paainc.org)
- The PAA Transportation program is still working to make certain that our seniors are still attending doctor’s appointments that are crucial to their overall health.
- PAA staff is continuing to make regular phone calls to all clients for check-ins and to provide answers to any questions they may have.
BEING A GREAT PARTNER
There is no doubt that we are all in this together, one way or another. We are working closely with all of our community partners to navigate how we can best serve the seniors in the community. We are in constant contact with our community partners, sharing resources, information, new program approaches and overall support of one another.

In the coming weeks, we will continue to keep you all informed on how PAA is navigating this new normal, and ways you can continue to help us in our mission.