



## New Day Senior Services

Our Program Spotlight series continues by highlighting how our **New Day Senior Services** are continuing to provide services in this **Q & A** with the program leaders, **Ruth Urbanc and Betty Porter**.

**Q:** How has the current shelter in place mandate affected how we deliver the various services to Seniors? Do you still see clients face-to-face?

**A:** We have not been able to see seniors face to face due to the high risk of this population. So staff and volunteers have connected with seniors

by phone. In some cases staff have dropped off emergency needs such as groceries or medication.

**Q: Tell you your biggest wins for your program so far during this crisis.**

**A:** We have a client that was furloughed from a cash only job. He had no other income and would not qualify for unemployment. We were able to obtain funds to assist him with his rent. Both client and counselor were deeply appreciative.

**Q: What are you most proud of?**

**A:** We are proud of the resiliency of our staff and our clients. Our staff continues to provide quality services to seniors in need during an unprecedented time.

**Q: What have been your biggest obstacles?**

**A:** The hardest obstacle is that we cannot see the seniors in person. In addition some seniors are not able to hear well over the phone so they cannot receive the benefits of counseling or the personal connection with others. There appears to be more signs of depression, anxiety, and loneliness. Also few of our seniors have technology for video services through cell phones or laptops

**Q: If someone reading this wanted to help our Seniors program right now during the pandemic, what you would say is your greatest need?**

**A:** Paper products (bathroom tissue, paper towels, and facial tissue) are hard to come by for everyone now. It is so important that our seniors (the most vulnerable population) do not go out more than necessary. Donations of such products would alleviate multiple trips to stores to obtain these items. In addition, any activity/puzzle/coloring books would benefit seniors who are sheltering in place alone.

