

## 4/16 Senior Town Hall

Questions	Answers
How can I contact the 50+ program?	Visit us at <a href="https://www.losaltosca.gov/seniors">https://www.losaltosca.gov/seniors</a> . You can call us at (650) 947-2797 or by email at <a href="mailto:recreation@losaltosca.gov">recreation@losaltosca.gov</a> .
We've seen that many of the Sherriff's department are declining vaccinations. What percentage of LAPD has been vaccinated?	70% of our 32 police officers have been vaccinated.
My wife got a test last Tuesday (2/9) at the downtown location. She has not received the results yet. How can she get the result...is there an email address or phone number to find the results At the test, they said it would take 2 or 3 days. THANKS	The City of Los Altos doesn't run the testing locations so residents that have problems should contact the organization that ran it. Some testing sites are El Camino Health while others are hosted by Santa Clara County.
What resources or plans are there (if any) for homebound seniors who are not physically able to go to vaccine locations? Thanks!	The City of Los Altos is offering our rideshare program to seniors who are homebound and who are unable to drive to vaccination centers. The County is working on a solution on for those seniors that are homebound and need in-home vaccinations.
Any plans to increase the planning and development department and code enforcement? The personnel have been very slow to respond to issues in the neighborhoods.	We currently do not have any plans to increase the planning and development department/code enforcement. We apologize for any delays for our response. If residents would like to submit a complaint, please do so at <a href="https://www.losaltosca.gov/police/webform/online-code-enforcement-form">https://www.losaltosca.gov/police/webform/online-code-enforcement-form</a>
What is being done to try to reach more residents to be informed by their input on issues before the Council? How many households actually receive notification of city surveys? Ways to increase this number need to be found	City staff is looking into new ways to reach residents, such as texting and community groups. The number of households receiving notification of the surveys is dependant on our methods use. Sometimes we will mail them out to everyone, use paid advertisements, or use our traditional communications channels. If you want to <u>sign up for our news and announcements or our City Manager's Weekly Update go to <a href="https://www.losaltosca.gov/enotify">losaltosca.gov/enotify</a></u> .
What is the senior spotlight?	The senior spotlight is a newsletter that is published every other month about all the great activities that the 50+ program offers. Check it out at <a href="https://www.losaltosca.gov/recreation/page/adult-50-program">https://www.losaltosca.gov/recreation/page/adult-50-program</a>
Can we get an update on the status of the Fremont Ave. improvements?	We are close to finalizing the design and releasing the project out for bids. Caltrans is reviewing the project at the moment for the federal funding we're receiving. As soon as we get authorization from Caltrans, we will advertise the project.
Are there any resources to help with Senior Financial scams?	The Federal Trade Commission website is a good place for info. It's also a good place to report ID theft. The FBI is actually working one of our local cases that a resident reported via the website, <a href="https://www.consumer.ftc.gov/">https://www.consumer.ftc.gov/</a> .
Will the Feb. 23 City Council meeting be accessible online?	It is currently accessible online

What programs does Recreation have for seniors?	Programs are online and include: Senior Fitness, Discussion Groups, Meditation, Tai Chi, Education, Tech Tutor, programming, HI-CAP counseling, Book Club, Special Events, Sunshine Calls, Group Socials, Cable TV Channel 15
Where can I get my taxes prepared this year?	AARP Tax Assistance Program contact person is Nikki Theil. Call the Adult 50+ Program for contact information.
When will the Community Center open?	That is being determined with target date in late Spring, early Summer
Where can I get care giving services for my family member?	Community Services Agency of Santa Clara County is our social services partner. There are also private organizations that provide caregiving services. Call the Adult 50+ Program for contact information.
How can I get my insurance through Social Security?	HI-CAP counselors are available to share Medicare and Social Security questions. Call the Adult 50+ Program for appointment.
How can I get on the RingCentral Zoom link for classes?	The Adult 50+ Program Staff is available to assist with accessing online engagement through the City of Los Altos RingCentral platform.
How can I get handy man assistance for my home?	Currently the Adult 50+ Program Volunteer Handyman Service is on hold due to COVID 19, but there are private local handyman services available
How can I get groceries delivered to my home?	Contact the Adult 50+ Program who will refer you to Helping Hands, a volunteer program that runs errands for Seniors.
Can I volunteer for the Senior program?	Currently the Adult 50+ Program is using Volunteers in the online programs only, primarily for class instruction, lectures, and special events.
Are membership fees for the Senior program going to increase this year?	Membership Fees are on hold during the COVID 19 period. Once the facilities open and regular programming is in place the fees will be enacted.
How can I get meals for my senior family member?	CSA or Community Services Agency has a Meal Program through the Mountain View Senior Center. Contact CSA for information on getting started.
Can we have in person activities outdoors soon?	Outdoor activities for mature adults in the Adult 50+ Program are not currently offered due to COVID 19.
	Activities for future programming are in the works.