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LOS ALTOS LAUNCHES COMMUNITY HELPLINES IN RESPONSE TO COVID-19 SHELTER IN PLACE

Los Altos, Calif. – April 2, 2020 – The City of Los Altos Recreation and Community Services Department launched community helplines to provide Los Altos and Los Altos Hills residents with COVID-19 information and resources throughout the public health crisis.

On March 30, 2020, Recreation and Community Services announced two helplines: Senior Connection and Community Connection. Through each helpline, City staff and volunteers are available to answer questions and connect residents to the best support. These connections offer residents sources to technical help, transportation services, food assistance, and engaging home activities. Additionally, under the Senior Connection helpline, City staff and volunteers are offering phone check-ins to residents feeling isolated.

“The effects of COVID-19 impact every resident in our community, and people are experiencing a heightened sense of anxiety and helplessness,” said Donna Legge, Director of Recreation and Community Services. “Each connection is a line of support between the City and the community, relaying helpful resources, alleviating stress, and offering comfort during this uncertain time.”

Senior Connection is accessible to community members, aged 50 and older, and runs Monday through Friday from 9 a.m. to 1 p.m. Residents can call (650) 947-2797 to speak with City staff. Community Connection is available to the entire community and runs Monday through Friday from 8 a.m. to 5 p.m. To speak with City staff, residents can call (650) 947-2790.

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