

## LIST OF RESOURCES WHILE WE ARE SHELTERED IN PLACE

### MEAL DELIVERY

Organization	Schedule	Ordering Policy
<b>Home on the Range</b> 510-251-8030 Oakland	Mon-Fri Still doing normal operations	Dinnertime only No delivery charge for Rossmoor residents Place order before 1pm Delivery between 3-6pm
<b>Mom's Meals</b> <b>NourishCare</b> 1-888-860-9424 1-877-508-6667	Mon-Fri 6am-4pm Still doing normal operations	Ship meals weekly or bi-weekly Can order 7 up to 21 meals per shipment. Your meals will stay fresh for 14 days in the refrigerator (40°F), until you are ready to microwave them.
<b>Meals on Wheels</b> <b>Diablo Region</b> 925-937-8607	Operator said they are still doing deliveries, and they try to minimize contact.	
<b>Schwans</b> 1-888-724-9267	Expect longer wait times to place an order. Voicemail machine says estimated wait time is about an hour.	Order frozen food and meals. Delivery every two weeks.
<b>DoorDash</b> <a href="http://www.doordash.com">www.doordash.com</a>	No advisory of delays on their website.	Check online for list of restaurants and delivery policy.
<b>Grubhub</b> <a href="http://www.grubhub.com">www.grubhub.com</a>		Check online for list of restaurants and delivery policy.
<b>Uber Eats</b> <a href="http://www.ubereats.com">www.ubereats.com</a>	Delivery fees vary for each restaurant based on things like your location and availability of nearby couriers. You'll always know how much before selecting a restaurant.	Delivery times: Usually within 1 hour   What you can buy: Over 100 restaurants in the Walnut Creek Area

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### GROCERY DELIVERY

Organization	Schedule	Ordering Policy
<b>Whole Foods</b>	Inventory and delivery may be temporarily unavailable due to increased demand. Confirm availability at checkout.	First delivery is free Minimum of \$10 for delivery They can deliver into your home or leave at the door.
<b>Safeway</b> <b>1-877-505-4040</b>	Pick-up and Delivery orders may have fulfillment delays that require them to be rescheduled. Note from CEO as of 3/16/2020: Grocery Delivery, Pharmacy Delivery, and Drive Up & Go services are still available. They have enhanced sanitization protocols  They have created “Contact Free” delivery procedures - delivery drivers can sign for you when delivering order, after completing an ID check, if necessary. Please use our “Contact Free” procedures if you or a household member has a fever or flu symptoms.”	Home delivery rates in most areas: \$9.95 on purchases of \$150 or more \$12.95 on purchases under \$150
<b>Amazon</b>	Food comes from Whole Foods	You can donate to the charity of your choice, including Rossmore Fund and the Rossmore Library. Just go to <a href="http://www.smile.amazon.com">www.smile.amazon.com</a> and order from that site. It is still an Amazon site but a percentage goes to charity.
<b>Instacart</b> <a href="http://www.instacart.com">www.instacart.com</a>	<b>What you can buy:</b> Groceries, non-perishables, alcohol from local stores.	<b>Shipping fee:</b> Starting at \$3.99 with minimum order of \$10   <b>Delivery times:</b> 2 hours to 6 days.

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### GROCERY DELIVERY

Organization	Schedule	Ordering Policy
<p><b>FoodJets</b> (formerly Food to You) 1-800-951-3663</p>	<p>Still doing normal operations They are only experiencing delays with Raley's orders; restaurant orders are normal</p>	<p><b>March 16, 2020: COVID-19 Update</b> Due to increased demand and limited supply, when shopping in-store or online, we are placing limits on purchase quantities to <b>two (2)</b> each per customer for: chicken, milk, eggs and certain paper products due to limited inventory.</p> <p>When shopping online, please note some changes that we have put into place in order to serve more customers during this busy time.</p> <ul style="list-style-type: none"> <li>• We highly recommend that online grocery <b>orders are placed at least 48 hours in advance.</b></li> <li>• We suggest selecting our pickup service instead of our delivery service. Our personal shoppers will bring your groceries to your car in our parking lot when you text us during your selected time slot.</li> <li>• Automatic product substitutions will be made if the "Allow Substitutions" box is selected, and alternatives are available.</li> <li>• We are limiting our pickup and delivery windows to four (4) times per day instead of 30-minute windows throughout the day in order to better serve our online shoppers in a timely matter.</li> </ul>

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### PHARMACY DELIVERY

Organization	Ordering Policy
<b>Kaiser</b> 1-888-218-6245	Log into your Kaiser account to order. Medicine is listed under your pharmacy needs, including brand new prescriptions. It can be mailed to you with expected delivery in 2-3 days.
<b>CVS</b> 1960 Tice Valley Blvd. 925-947-6050	They can deliver your prescriptions. Call phone number to arrange delivery.
<b>Qd Pharmacy</b> 925-939-6312	This is a compounding pharmacy in Walnut Creek as advertised in Rossmoor News. They deliver to Rossmoor.
<b>PillPack by Amazon</b> <a href="https://www.pillpack.com/">https://www.pillpack.com/</a>	<b>Shipping fee:</b> Delivery is free   <b>Delivery times:</b> First delivery in 2 weeks, with urgent meds sent out right away

### EMOTIONAL SUPPORT

Organization	Services/Advisory
<b>Rossmoor Counseling Services</b> 925-988-7750	<p>During the shelter in place, they will be checking voice messages during normal business hours from 8am to 4:30pm Monday to Friday.</p> <p>They are continuing to provide services by phone. If you would like to schedule a phone session or have a question, you may leave a message at 925-988-7750 and someone will get back to you. Be sure to leave your full name and the best phone number to reach you at.</p> <p>If it is an emergency, call the Contra Costa Crisis Center at 1-800-833-2900 or dial 911.</p>
<b>Contra Costa Crisis Center</b> 211 1-800-833-2900	<p>This is a multi-purpose resource. They have trained staff available 24/7 for crisis calls, persons who are feeling suicidal, or just need to talk to an impartial person and/or need to know local resources. They have a database of local helpful resources that you can look up online.</p> <p><a href="https://www.crisis-center.org/211-database">https://www.crisis-center.org/211-database</a></p>

## CAR SERVICE

<p><b>Uber</b> <a href="http://www.uber.com">www.uber.com</a></p> <p><b>Lyft</b> <a href="http://www.lyft.com">www.lyft.com</a></p> <p><b>GoGoGrandparent</b> 1-855-464-6872</p>	<p><b>Rossmoor Dial-a-Bus:</b> Access to services requirements</p> <ol style="list-style-type: none"><li>1. Dial-A-Bus Service Only 9:00am-5:00pm Only<ol style="list-style-type: none"><li>a. Call 925-988-7676</li></ol></li><li>2. Resident requesting services must answer a brief screening questionnaire</li><li>3. Only 1-2 residents allowed on bus per trip to support self-distancing are required</li><li>4. Services will only be provided to essential location<ol style="list-style-type: none"><li>a. Safeway @ Rossmoor</li><li>b. CVS @ Rossmoor</li><li>c. John Muir Medical Center @ Rossmoor</li><li>d. Kaiser Walnut Creek Direct Service only</li></ol></li></ol>
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## PERSONAL HELP

Organization	Services/Advisory
<p><b>Meals on Wheels Friendly Visitor</b> 925-937-8311 <a href="http://www.mowdiablregion.org/friendly-visitors">www.mowdiablregion.org/friendly-visitors</a></p>	<p>Please go to their website to complete an application for assistance.</p>
<p><b>Care.com</b> 1-855-490-8680 <b>CareLink</b> 1-800-494-3106</p>	<p>These companies can help you locate appropriate in-home care. The Rossmoor Counseling has a list of local in-home care agencies.</p>
<p><b>Area Agency on Aging</b> <a href="https://ehsd.org/elderly-disabled/area-agency-on-aging/">https://ehsd.org/elderly-disabled/area-agency-on-aging/</a></p>	<p>This is an agency that can provide a variety of advice and assistance. Their site is well worth looking at for help now or future reference.</p>

## SOCIALIZATION

Organization	Services/Advisory
<p><b>Covia Well Connected</b> <b>925-956-7400</b> <a href="https://covia.org/services/well-connected/">https://covia.org/services/well-connected/</a></p>	<p>This award-winning program offers activities, education, support groups, and friendly conversation over the phone or online.</p> <p>Well Connected is a community made up of participants, staff, facilitators, presenters, and other volunteers who care about each other and who value being connected. All groups are accessible by phone from wherever you are at no cost to you.</p> <p>Whether you like art or zoology, music or meditation, there is a program for you. Each <a href="#">Well Connected session</a> offers groups and classes on a wide range of topics. You're sure to find one that interests you. And Well Connected meets 365 days a year, so there's always a chance to connect.</p> <p>As of 5:00 pm, March 16, our Support Services office in Walnut Creek will be closed. Support Services employees will continue working remotely and will be available during normal business hours. Covia Communities continue to operate and offer all essential services for our residents.</p>
<p><b>Telecare</b> <b>925-988-7703</b></p>	<p>Rossmoor offers this service for free. You may sign up with Recreation Center at 925-988-7703. Clients are called 365 days a year between 8 a.m. to 9 a.m. by a list of volunteers. It is a wellness check and if the client does not respond, the contact on record (i.e. adult child, neighbor, etc.) is called. If the contact does not know the whereabouts of client, Securitas makes an onsite wellness check.</p> <p>It is important if you sign up, that you be available everyday between 8 a.m. to 9 a.m. to accept the call. If the client knows that he/she will be unavailable (i.e. out of town, visiting friends, doctor's appointment, etc.) he/she calls into Telecare the night before or before 8 a.m. and leaves a message so no call is made during that stated period.</p>

## MEDICAL

Organization	Guidance for people at higher risk for severe COVID-19 illness
<p><b>Kaiser</b> <a href="https://healthy.kaiserpermanente.org/northern-california/health-wellness/coronavirus-information">https://healthy.kaiserpermanente.org/northern-california/health-wellness/coronavirus-information</a></p>	<p>Public health agencies recommend that people at higher risk of severe illness should stay home and away from large groups of people as much as possible, including public places with lots of people and large gatherings where there will be close contact with others. This includes concert venues, conventions, sporting events, and crowded social gatherings.</p> <p>People at higher risk include those:</p> <ul style="list-style-type: none"><li>• Over 60 years of age</li><li>• With underlying health conditions including heart disease, lung disease, or diabetes</li><li>• With weakened immune system</li><li>• Who are pregnant</li></ul> <p>There is no evidence that children are more susceptible to COVID-19. In fact, most confirmed cases have occurred in adults. Caregivers of children with underlying health conditions should consult their doctor about whether their children should stay home. Anyone who has questions about whether their condition puts them at risk for COVID-19 should call the advice number on their Kaiser Permanente membership card.</p>
<p><b>John Muir</b> <a href="https://www.johnmuirhealth.com/patients-and-visitors/coronavirus.html">https://www.johnmuirhealth.com/patients-and-visitors/coronavirus.html</a></p>	<p>When should I call my doctor about COVID-19?</p> <ul style="list-style-type: none"><li>• If you have a fever OR respiratory symptoms AND</li><li>• Have traveled internationally or been on a cruise ship with a known outbreak (or been in contact with someone who has) in the last 14 days</li></ul> <p>OR</p> <ul style="list-style-type: none"><li>• If you have a fever OR respiratory symptoms AND</li><li>• Have been in contact with a known or potential COVID-19 patient, including a health care worker or other person under quarantine</li></ul> <p>How do I know when I should seek care?</p> <ol style="list-style-type: none"><li>1. If you feel sick, stay home. It's the best way to avoid spreading illness.</li><li>2. If you have flu-like symptoms such as a fever, cough, or sore throat:</li></ol>

## MEDICAL

**John Muir (cont.)**

<https://www.johnmuirhealth.com/patients-and-visitors/coronavirus.html>

When should I call my doctor about COVID-19?

- If you have a fever OR respiratory symptoms AND
  - Have traveled internationally or been on a cruise ship with a known outbreak (or been in contact with someone who has) in the last 14 days
- OR
- If you have a fever OR respiratory symptoms AND
  - Have been in contact with a known or potential COVID-19 patient, including a health care worker or other person under quarantine

How do I know when I should seek care?

1. If you feel sick, stay home. It's the best way to avoid spreading illness.
2. If you have flu-like symptoms such as a fever, cough, or sore throat:
  - Mild symptoms, stay home: Please stay home, isolate from others in your house as much as possible, and follow prevention measures such as washing your hands and disinfecting surfaces.
  - Worsening symptoms, call first: If you begin to feel worse, please call your [primary care doctor](#). After hours or on weekends, please call one of our [Urgent Care Centers](#).
  - Severe symptoms, call 911: If you are in need of emergency care, please call 911. Please know that patients coming to the Emergency Room will only be tested for COVID-19 if they meet high-risk criteria. This will ensure that those who most need evaluation and testing can receive it in a timely manner.



## MEDICAL RESPONSE SYSTEMS

Medical response systems allow you to call for help when you cannot access your telephone. The systems employ a help button on a necklace or bracelet which sends a signal to an outside monitoring center. When the button is pushed, the center attempts to contact you to determine the problem. If you do not respond, emergency services are contacted. Some systems work automatically when a fall is detected.

The following companies have provided these special prices to Rossmoor residents, which are current as of September 2015. Other companies also offer medical response systems. Neither the Rossmoor Fund nor the Rossmoor Counseling Service endorses any company's system.

For additional information contact the supplier or Rossmoor Counseling at 988-7750.

Bay Area Vital-Link 800-752-5522 vital-linkinc.com	Monthly \$25.95 Quarterly \$22.95 Annually \$19.95	Mobile Help GPS & phone line options for outside of home \$41.95/month (annually, \$36.95/month) Fall detecting pendant \$39.00/month Lockbox provided Free installation
Bay Alarm Medical 877-522-9633 bayalarmmedical.com	Monthly \$25.95 Quarterly \$22.95 Annually \$19.95	Mention Rossmoor when ordering