

## Memorandum



# Memorandum

**TO:** NEIGHBORHOOD SERVICES AND  
EDUCATION COMMITTEE

**FROM:** Jon Cicirelli  
Director of PRNS

**SUBJECT: SENIOR SERVICES AND AGE-  
FRIENDLY INITIATIVE REPORT**

**DATE:** March 27, 2023

Approved

Date

4/4/23

## RECOMMENDATION

Accept the 2021-2022 Senior Services and Age-Friendly Initiative Report.

## SUMMARY AND OUTCOME

The Neighborhood Services and Education Committee (NSE) will be informed of the current Parks, Recreation and Neighborhood Services (PRNS) Senior Services service delivery model transitioning from COVID-19 pandemic operations to current in-person programs and services; accomplishments of the Senior Services Team (SST), including the Senior Nutrition Program; and updates on the status of returning our older adults to in-person programming. Staff will also provide the NSE an update on the Age-Friendly Initiative implementation.

The Senior Services program objectives are to decrease isolation, increase socialization, and get our older adults out and active to improve their emotional, intellectual, and physical wellness. The Senior Services program provides older adults with access to Senior Nutrition Program (SNP), Active Adult programming, Age-Friendly focused services, and other critical services at 14 Community Centers throughout the City of San José. In the Age-Friendly Action Plan Progress and Older Adult/Senior Services Update, staff will provide updates on key programs including SNP, Senior Services Activities, Senior Health and Wellness Grants (SHW), and the status of the Age-Friendly Action Plan.

The Senior Services program has successfully transitioned the SNP program from its curbside model to Hybrid operation and back to pre-pandemic model of in-person congregate meals on September 6, 2022. The program went from averaging 1475 daily meals during the pandemic using the curbside to go model to 700 plus daily meals in its current dine in model. The SNP programs continue to be a valuable resource for older adults looking to access hot nutritious meals. The Senior Service Team (SST) has also resumed in-person programming through direct services and partners within the SHW that awarded \$537,000 to 14 grantees in FY 2021-2022.

SST continues to implement the Age-Friendly Action Plan to ensure a comprehensive and Age-Friendly city. SST has been able to return to in-person programming, offer digital literacy trainings, resume the Senior Safari, and updates to the PRNS website per the direction of the Age-Friendly Action Plan. STT are working to implement recommendations from the Age-Friendly Action Plan as opportunities are identified with easing restrictions related to the pandemic, staffing resources, and the return of our older adults to programs.

San Jose Public Library (“Library”, “SJPL”) engages adults 55+ in a variety of virtual and in-person volunteer opportunities. In FY 2021-2022, the Library engaged 67 adults 55+ who contributed 2,480 total volunteer hours. In addition, over 90% of adults 55+ report having positive experiences volunteering with the Library.

## **BACKGROUND**

Data from the World Health Organization (WHO) and American Association of Retired Persons (AARP) as included in the City of San Jose Age-Friendly Action Plan has shown that San José’s older population is growing rapidly. What was once a population pyramid is fast becoming a population rectangle. Approximately 13% of San José residents (121,000) are now over age 65, a percentage estimated to grow to well over 20% by 2030. California’s Department of Aging estimates that in Santa Clara County, the over 60 population will grow by over 200% from 2010 to 2060, with the number of people over 85 projected to increase by 605% during that same period.

Recognizing these trends, in 2016, the City of San José joined the World Health Organization’s (WHO) Global Network for Age-Friendly Cities and Communities and the American Association of Retired Persons (AARP) Network of Age-Friendly States and Communities, following the City Council’s unanimous approval of the initiative in October 2015. A Three-Year Action Plan (“Action Plan”) was developed based on meetings with representatives from multiple City departments and offices to discuss supporting existing Age-Friendly initiatives and identify additional related opportunities. The Action Plan was comprised of data from community focus groups, a 2018 health and wellness survey of older adults, and a 2019 roundtable on the social isolation of older adults.

Under WHO and AARP Age-Friendly guidelines, the next step in the process is the submission of a Three-Year Age-Friendly Action Plan. The City Manager’s Office has designated PRNS as the lead in working with City departments and partners to prepare the San José Age-Friendly Three-Year Action Plan, which was completed and unanimously approved by the City Council on October 20, 2020. Given the COVID-19 pandemic, shelter in place and multiple transitions to programs and services, PRNS did experience a delay in implementation. Regardless, PRNS has continued to utilize the Age-Friendly Action Plan as a framework to support decision-making and strategic planning in returning programs to in-person.

Based on the current service delivery models and the initiatives identified in the Action Plan, the SST continues to align their work with the following long-term participant and community outcomes:

- Increase civic and social engagement among older adults and decrease social isolation and loneliness.
- Increase awareness and access to community resources available to older adults to address food insecurities, transportation barriers, legal issues, housing needs, etc.
- Increase access to digital devices, broadband connectivity, and improved digital literary skills; and
- Improve physical health and safety of older adults through participation in evidence-based programs.

## **ANALYSIS**

To date, SST continues to strive to increase healthy outcomes and reduce social isolation among older adults through a variety of active adult programs (ages 50 and older), civic engagement opportunities, and access to community resources. As a result of COVID-19, Senior Services' delivery models were adapted to reduce participants' and staff's risks of exposure. In the past year, the congregate meal program transitioned from a curbside pickup model to Hybrid model, and starting on September 6, 2022, back to an in-person model similar to pre-pandemic operations. Through SNP, SST continues to provide meals to older adults ages 60 and older with a suggested contribution of three dollars and older adults ages 59 or younger that aren't in a household or a spouse of an older adult age 60+ a required fee of nine dollars experiencing food insecurity and act as a resource hub of information. Additionally, in the past year, staff has transitioned from virtual services and programs to in-person services and programs. SST continues to evaluate opportunities to not only bring back pre-pandemic programs but look to new opportunities for programs consistent with the Age-Friendly Action Plan.

SST continues to assess the ongoing transition back to in-person programming for both the SNP and Active Adult 50+ programs while continuing to build off the success of digital and virtual programming. SST will proceed to support civic engagement by collaborating with the community center senior advisory boards and staffing the Senior Citizen Commission. SST focuses on the priority to reduce social isolation amongst our older adults, improve physical abilities through activities and social engagement, and improve the quality of life for our older adults through the programs and services offered at our community centers. PRNS will proceed with this focus while using our Age-Friendly Action Plan and COVID-19 operating policies to prioritize and ensure the safety of one of our most vulnerable populations.

On November 10, 2022, SST presented a draft of this report that included a phased in approach to in-person programming plan to the Senior Commission. Feedback and approval of this plan by the Commission was requested by SST. The Senior Commission expressed significant concerns

regarding the return to in-person programming. As a result, the Senior Commission did not support the report and requested staff to return with an updated memo showing the steps being taken to inform and educate older adults while taking part in our in-person programming and nutrition services. Staff returned on December 8, 2022, to provide the following action items below that were in place and the addition of new items to support our older adult efforts. Staff will return to the Senior Commission May 11, 2023 to communicate updates and seek Senior Commission approval.

- Existing:
  - All programs that can be offered outdoors will continue to do so weather permitting. For activities held inside staff will open doors and windows to enhance the ventilation of the space.
  - Restrooms have been updated with touchless fixtures to minimize touch points for all participants.
  - Ample signage has been and will continue to be updated including:
    - Importance of masking (recommended)
    - COVID Symptoms
    - If feeling unwell stay home
    - Importance of hand washing
  - Hand sanitizer stations are placed in high traffic areas
  - Daily staff check to confirm no symptoms while at work
  - Trio Staff (Nutrition Provided) continues to require staff to mask while preparing and providing nutrition services.
  - Health Education speakers providing older adults with information on COVID and other medical conditions.
- Additional Action Items
  - Staff developed a flyer to communicate the importance of wearing a mask along with tips on what mask to choose and how to wear the mask to ensure the best fit. Examples of the flyers are provided in Attachment A of this memo.
  - Inserted information regarding COVID and to stay home if they are not feeling well.

### **Senior Nutrition Program (SNP)**

Through a partnership with Santa Clara County's Social Services Agency (SCC SSA), SNP continues addressing food insecurity among adults ages 60 and older. Prior to the pandemic, the program operated at 14 centers as a congregate meal model serving on average 650 daily participants. As programs continue to change and return to in-person, SNP has again shifted operations from a curbside pickup model, through Hybrid, to back to the pre-pandemic in-person model. The return to the in-person model started September 6, 2022, which was consistent with the SCC SSA guidelines, recommendations, and timeliness for all county SNP efforts.

SNP has experienced a growth in output that peaked at nearly 1,600 daily meals in the height of the curbside model and 1,475 daily meals during the Hybrid Model. On September 6, 2022,

PRNS returned to in-person dining averaging 700+ daily meals resulting in an increase of 107% from its baseline (pre-COVID) service levels. Participation rates continue to improve each month since returning to in-person nutrition September 6, 2022 as Seniors feel more comfortable coming out into the public in group settings. Mobility and transportation challenges that were highlighted during COVID continue to be a challenge as we transition back to in-person. SST continues to work with the County on re-implementing the Mobility Management Program to SNP participants providing monthly VTA bus passes and gas cards for program participants. The City of San José continues providing VTA bus passes for the first two months until participants can start receiving their mobility bus passes through the County. The City of San José also provides taxi service to SNP participants unable to ride the bus. Additionally, staff connect participants with valuable community resources to support older adults that are homebound, needing home delivery services such as Meals on Wheels and Get Food (Second Harvest’s to-go ready to eat meals available throughout the County).

In 2020 and continuing throughout 2022, SNP also expanded meal coverage past regular operation days to ensure meal coverage into weekend and holiday closures through distribution of prepacked shelf stable meals. SNP served as a communication hub for important COVID relief news and resources. Sites posted A-Frame signs with information on the Virtual Local Assistance Center, various Senior Health and Wellness Grantees distributed information regarding housing, legal advice, free dental care, and caregiver support. SNP staff also placed wellness calls, completed risk assessments, and provided information on local vaccination and testing, heat related events, and other emergency related notifications as identified. The current SNP sites include:

<b>CSJ – Senior Nutrition Program</b>	
<b>Community Center</b>	<b>District</b>
Alma Community Center (NCP)*	District 7
Almaden Community Center	District 10
Alviso Library	District 4
Berryessa Community Center	District 4
Camden Community Center	District 9
Cypress Community & Senior Center	District 1
Evergreen Community Center	District 8
Gardner Community Center (NCP)*	District 6
Mayfair Community Center	District 5
Northside Community Center	District 3
Roosevelt Community Center	District 3
Seven Trees Community Center	District 7
Southside Community Center	District 2
Willow Glen Community	District 6

\*Neighborhood Center Partnership Program (formerly Reuse)

### **Active Adult 50+ Program at Community Centers**

The pandemic created an increased reliance on digital platforms to receive news along with valuable information and access to community services and resources. As a result, Senior Services expanded its efforts to reach older adults lacking digital connectivity. Sites shifted out of in-person programming and piloted a variety of virtual programs through the department's Virtual Recreation Center. Through initial pilot programs, areas of focus to reduce barriers to engagement were identified. As staff continues to bring back programs and services, SST will work to align with the Age-Friendly Action Plan to support a balanced and effective program model including active programming, technology-based programs, and activities to reduce social isolation.

SST resumed in-person programming in September 2021 and continues to resume and implement new programs as space is allowed and staffing resources are identified. To date, SST has brought back multiple social activities, special events, expanded fitness and exercise programs, and promoted digital/technology programs and resources. These programs are to engage our active older adults and expand their socialization throughout the City of San José.

One of our most popular social activities, next to our senior nutrition program, is our dance socials that support older adults in improving their physical health, mobility, and brain health. All active older adult programs are bringing back some type of social dance. They will vary from once a month to 2-3 days a week and will allow older adults to engage and socialize. Mayfair's Active Older Adult Program kicked off their dance social with a Fall Blast Intergenerational Gen2Gen dance where the older adults danced with students from teen programs at Mayfair Center. At Roosevelt Community Center, social dancing is also a popular activity that was brought back to three days a week for older adults to enjoy.

In August 2022, Community Centers expanded from smaller special events like Ice Cream Socials to larger events such as Summer Luau Celebrations, Moon Festival, and recent Lunar New Year events held at City of San Jose Community Centers January 2023. These programs included performers that interacted through dance, socialization, and cultural awareness. Currently, all active older adult program sites are planning at least one special event a month for their participants.

As the return to in-person programming gradually progresses, staff are also resuming fitness and exercise programs. Examples of these programs include aerobics, badminton, low-impact exercises, chair exercise, gentle yoga, Tai Chi, and Yuai Chi. These services will support the older adult population with resources and support to get active, increase their mobility, and create social opportunities.

Some of the most popular physical sports programs for active older adults are pickleball and table tennis/ping pong groups. Given the continued growth and popularity, SST developed a

citywide Table Tennis/Ping Pong Tournament with multiple sites that took place on October 7, 2022. During the activity SST had 325 participants in the table tennis/ping pong activity with 50 finalists participating in the 2022 citywide Table Tennis/Ping Pong Tournament. The citywide Table Tennis/Ping pong tournament provided an opportunity for active older adults from other community centers to socialize and interact while staying active.

SST maintained the offering of programs to improve and support mental health that range from bridge, creative writing, hand work for others, quilting, exploring literature, and English and Spanish classes. These programs are critical to supporting a healthy and independent lifestyle of older adults.

SST resumed evidence-based group exercise and fall prevention programs that help older adults at all levels of fitness become more active, energized, and empowered. These programs include 50+ Fitness, Enhance Fitness, and SAIL (Stay Active and Independent for Life - Grant Program partner with the City of Sunnyvale). Starting in March 2023, the SST began offering an additional grant program partnering with the City of Sunnyvale called Bingocize.

In the past year, SST provided older adults with digital and technology experiences such as Spanish Class, Feldenkrais, Gentle Yoga, and exercise classes in a virtual platform. To stay connected with family and friends, SST taught digital technology by offering classes on how to use smartphones, set up emails, take pictures and attach them to either texts or e-mail. SST will continue to look at new and innovative ways to support older adults in accessing technology safely and effectively.

### **Senior Health and Wellness Grant Program (SHW)**

PRNS awarded \$537,000 to 14 agencies in FY 2021-2022 through the Senior Health and Wellness Grant Program (SHW). The program continues to reduce social isolation and improve the health and wellness of individuals ages 60+ through supportive services, Age-Friendly programming, health and wellness promotion, and educational classes. As with other City programs, the delivery model of the SHW programs provided by grantees was adjusted to align with COVID-19 safety standards. PRNS worked with grantees to transition their services and programs back to in-person, consistent with PRNS programs and services. The services under the current cycle ended on September 30, 2022. The new SHW cycle began on October 1, 2022, and will end September 30, 2023.

### **Age-Friendly City Initiative**

Santa Clara County is the only county to have all 15 cities within the county be part of the World Health Organization Age-Friendly Global Network, an affiliate with the AARP's Livable Communities. PRNS utilizes the San José Age-Friendly Initiative and Action Plan as a guiding document and resource in all the programming offered. As PRNS evolves into in-person

programming, it will utilize the Age-Friendly Initiatives to guide and support the program planning, implementation, and evaluation of success through various initiatives. In the past year, the following has been realized:

## **1. TRANSPORTATION**

### **a. Current:**

- i. SNP facilitates the mobility management plan in coordination with Santa Clara County SNP staff. Services include VTA bus passes, gas cards, and taxi services.
- ii. PRNS and the Department of Transportation (DOT) staff resumed VisionZero coordination in 2021 through zoom presentations at all Community Center SNP sites. PRNS and DOT will continue to collaborate moving forward with in-person opportunities to engage our older adult clients.
- iii. Santa Clara County expanded Reach Your Destination Easily (RYDE) program services to additional San José zip codes as well including 95118, 95119, 95122, 95123, and 95139.

### **b. Next Steps:**

- i. PRNS will continue to work and collaborate with DOT and the Public Works Department to support, evaluate and implement additional opportunities described in the Age-Friendly Action Plan related to Transportation.

## **2. OUTDOOR SPACES AND BUILDINGS**

### **a. Current:**

- i. PRNS has resumed the Senior Safari effort at Happy Hollow Park and Zoo as it continues to be a popular and well-attended activity that spans across multiple months. Attendance has consistently grown throughout the past summer with 355 participants in June 2022, 443 in July 2022, and 568 in August 2022. Santa Clara County continues to be a valuable partner in providing resources at the Senior Safari with valuable resources for our older adults.
- ii. Viva CalleSJ continues to be an avenue for older adults to get out and get active in new environments and spaces they may not have previously experienced. During this event, SST host a booth with resources and activities to engage current and new participants throughout the Viva CalleSJ route.
- iii. BeautifySJ collaborated with residents to address blight and improve residents' livability and quality of life throughout the city. Thousands of volunteers, including those over the age of 50, participate in Beautify SJ's graffiti, litter, and other clean-up activities.

### **b. Next Steps**

- i. PRNS is coordinating the return of Age-Friendly walks with City Council offices, like pre-pandemic efforts.

### **3. HOUSING**

- a. Current:
  - i. Support of older adults with aging in place, as well as safe, affordable, and accessible housing continues to be a priority as these needs were highlighted during and continued after the pandemic.
- b. Next steps:
  - i. PRNS will continue to partner with the Housing Department and Planning, Building, and Code Enforcement (PBCE) as defined in the Age-Friendly Action Plan.
  - ii. PRNS will work with Santa Clara County Office of Supportive Housing and the City of San José PBCE to develop a resource list of affordable and reliable home repair services for older adults.

### **4. COMMUNICATION, INFORMATION AND TECHNOLOGY**

- a. Current:
  - i. PRNS ensures its communications, website, and social media are engaging and supportive to all clients including older adults. This includes:
    - 1. Use of QR codes on collateral with instructions on how to scan a QR code.
    - 2. Daily website management to ensure accessibility, relevance, and accuracy of content on both desktop and mobile devices.
      - a. Adding alternative texts to all links and pictures online.
      - b. Establishing a clean HTML code with visible hierarchy of text to make the website accessible for those viewing using a screen reader.
      - c. Monitoring webpages with program staff on a monthly basis to confirm all information is correct and current.
    - 3. Senior Services Notices (Citywide flyers) translated into Spanish, Chinese, Vietnamese, and Tagalog.
  - ii. San Jose Public Library (SJPL) Marketing plan. All SJPL promotional materials are developed in the main languages spoken in the city – English, Spanish, Vietnamese and Chinese. Promotional materials are also available in hard-copy and electronic forms, including a Biblioevents<sup>1</sup> filter for older adult programming. In 2022, the Library began offering Library-by-Mail<sup>2</sup> a service that delivers books and other library materials to members who are unable to visit the library due to a temporary or permanent disability.
    - 1. Continue to develop digital culturally relevant literacy programming and one-on-one trainings in multiple languages for

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<sup>1</sup> <https://sjpl.bibliocommons.com/v2/events?audiences=5d65e368eb2cac50006a08ab>

<sup>2</sup> [Library-by-Mail | San Jose Public Library \(sjpl.org\)](#)

older adults at libraries, community centers, and disadvantaged neighborhoods. Example of efforts include:

2. Literacy Programs and Partnerships
  - a. Older Adult Digital Engagement Program – A three prong approach includes a 90 Day tablet/Chromebook check out, monthly wellness calls, and assistance in connecting free/low-cost broadband.
  - b. SJPL collaborated with PRNS to launch “Tech Time for Active Adults,” a program offered at the Alum Rock Branch Library. Launched in May 2020, the 90-minute weekly virtual program features guest presenters speaking on key tech skills to older adults including Google Suite, computer basics, and tutorials on Library e-resources. In addition to covering structured topics, Library staff also provide one-on-one support for participants’ questions about their personal tech devices. Although the series is designed as a drop-in model, learners tend to return week-to-week as they also appreciate the socializing aspect and have developed valued friendships as a result of their participation in the program.
  - c. SJPL offers weekly one-on-one tech consultations at various library branches. Participants receive information about low-cost internet plans, as well as laptops, tablets and hotspots available through the Library catalog.
  - d. Google Speaker Program - Partnership through SHW with Sourcewise, staff trains and distribute 200 Google Home Speakers to older adults to help address social isolation during the pandemic. Older adults and caregivers are taught to interact with devices by setting up daily reminders, routines, calendar appointments and learn to call someone through the device in an emergency.
  - e. Emergency Broadband Benefit Program – Assisted in enrolling residents living in disadvantaged communities with subsidized low-cost internet.
  - f. Get Tech Savvy Class at Mayfair – Summer/Fall 2022  
Mayfair staff facilitated a class on basic phone functions; Emergency function presets on phones, email basics, online usage, and messaging basics on different apps to virtually communicate with family members. Settings usage: Notifications, ringtone adjustment, language change, and making text larger.
  - g. Affordable Home Internet (2020-2022) – Through California Emerging Technology (CETF) grant, PRNS assisted and enrolled participants for affordable home

internet throughout San José. Staff targeted low-income areas and partnered with community-based organizations and the Santa Clara Housing Authority to engage with 103,410 households through, flyers, social media, outreach events, and workshops.

- h. Santa Clara County will be receiving \$2 million to digitally connect and train 2,000 low-income older adults with devices.

b. Next Steps:

- i. PRNS and Library will continue to look for new and creative ways to communicate and engage older adults in collaboration with City Manager's Office (CMO) Communications, and Civic Innovation as described in the Age-Friendly Action Plan.

## **5. COMMUNITY SUPPORT AND HEALTH SERVICES**

a. Current:

- i. PRNS continues to support SNP in partnership with Santa Clara County addressing food insecurities for older adults and has returned to in-person congregate meal service including the preparation and distribution of hot meals. Through SNP, in collaboration with the Office of Emergency Management (OEM), PRNS not only provides nutritious meals in a social environment but utilizes this effort to inform older adults of resources and support during an emergency. Efforts include:
  - 1. During the pandemic, while transitioning to a to-go service, staff developed emergency messaging that was included with to-go meals, posted online resources, and utilized membership information to inform of vaccination availability.
  - 2. During heat-related emergencies, staff informed older adults that community centers operated as Cooling Centers to ensure that community members had a safe and cool place to gain respite from the heat.
  - 3. PRNS continues to conduct wellness calls and communications for older adults during emergencies, ensuring access and awareness of support during a crisis. Past efforts include wellness calls to inform older adults of food support during Covid19 and information calls to inform older adults of:
    - a. Resources to support them during Public Safety Power Shutoff events including snacks, charging stations, and access to WIFI
    - b. Cooling centers activations including hours of operation and locations.

b. Next Steps:

- i. PRNS will proceed to work and collaborate with the OEM on strategies and resources to support older adults in preparing for an emergency, during an emergency, and after an emergency.

## **6. SOCIAL AND CIVIC ENGAGEMENT**

### **a. Current:**

- i. As a result of the pandemic, PRNS had to pause many volunteer opportunities for older adults. As PRNS phases in the return to in-person programming, the Volunteer Management Unit will support SNP through volunteer opportunities. Current efforts include:
  1. Seeking and developing age friendly volunteer options in PRNS, Library, and the Airport Departments.
- ii. Library engaged 67 adult volunteers (ages 55+) in FY 2021-22 who contributed a total of 2,480 hours primarily in the Partners in Reading Adult Literacy Tutor, Friends of the Library, and Program Leader activities
- iii. Adult 55+ volunteers report having positive experiences with the Library. In the December 2021 Volunteer Feedback Survey:
  1. 92% of adults 55+ reported that they would recommend SJPL as a place to volunteer.
  2. 90% feel that their volunteer roles are well-suited to their skills and talents.
  3. 95% feel comfortable asking for assistance from a staff member.
  4. 90% felt adequately prepared for their volunteer role.

### **b. Next Steps:**

- i. PRNS and the Volunteer Management Unit will develop and identify age friendly collaborations and opportunities.
- ii. PRNS is seeking Gen2Gen options as pandemic restrictions ease to support Gen2Gen options at all community centers.
- iii. Continue to collaborate and partner with Office of Economic Development and Cultural Affairs (OEDCA) on initiatives identified in the Age-Friendly Action Plan.
- iv. Library will work with City of San Jose Human Resources Office and PRNS to communicate volunteer and other opportunities to retired City employees through the Federated Retirees Association and Police and Fire Retirees Association.

## **7. EMPLOYMENT AND FINANCIAL SECURITY**

### **a. Current:**

- i. PRNS was able to resume services and programs within the Senior Health and Wellness grants specifically around tax preparation and legal advice. PRNS will support these efforts but also look for additional resources to support older adult employment and financial security in the upcoming year.

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b. Next Steps

- i. PRNS will continue to work with the Senior Commission, Senior Advisory Council's, and participants to look for additional opportunities to expand these services within the Senior Health and Wellness Grants along with seeking to expand employment and financial security support as resources become available.

PRNS will ensure alignment with Santa Clara County recommendations, feedback from the Senior Advisory Councils, the Senior Commission, and the Age-Friendly Action Plan for a well-rounded and successful return to in-person programs and services. Additionally, staff will engage previous, current and new partners for support of these efforts this coming year.

The Age-Friendly San José Action Plan will maintain a framework to ensure PRNS and other City Department programs and services support the City's age-friendliness while navigating pandemic impacts. The result will be a cross-departmental and multi-jurisdiction collaboration that will result in San José being more livable for people of all ages while adapting to the City's evolving demographics. Even though the pandemic poses significant challenges as we navigate the return to in-person programming and services, SST pivoted to provide innovative and valuable programming to engage the most vulnerable populations, older adults.

## **COORDINATION**

This memorandum has been coordinated with the City Attorney's Office and San Jose Public Library (SJPL/Library).

/s/

Jon Cicirelli  
Director, Parks, Recreation and  
Neighborhood Services

For questions, please contact Maria De Leon, Deputy Director PRNS, at [Maria.DeLeon@sanjoseca.gov](mailto:Maria.DeLeon@sanjoseca.gov).

## **ATTACHMENT**

A. Masking Flyers

**Attachment A**

## HOW TO PROPERLY WEAR A FACE MASK

  <b>DON'T</b> wear your mask below or low on your nose	  <b>DON'T</b> leave your chin exposed or let your mask hang loosely with gaps around your face	  <b>DON'T</b> wear your mask under your chin or temporarily remove it in public	  <b>DO</b> wear your mask up to the top of your nose and under your chin; snug and without gaps
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 | [creativesafety.com](http://creativesafety.com) | 866-777-1360 # WS28903-24

# Wear a mask with the best fit, protection, and comfort for you.



## N95 Respirator

NIOSH-approved

When worn correctly, respirators offer the highest level of protection and filter 95% of particles.



## KN95 Respirator

Filtration varies depending on standard.  
When worn correctly, KN95s provide more protection than disposable masks.



## Disposable Mask

Sometimes referred to as "surgical masks" or "medical procedure masks"

Disposable masks offer more protection than cloth masks.



## Cloth Mask

Non-medical, made of fabric

Layered finely woven cloth masks offer more protection.

Loosely woven cloth masks provide the least protection.



Masks and respirators should not be worn by children younger than 2 years old.

[cdc.gov/coronavirus](https://cdc.gov/coronavirus)

# Upgrade Your Mask

Consider Fit, Filtration and Comfort

<b>GOOD</b>  <b>Surgical Mask</b>	<b>BETTER</b>  <b>KF94/KN95 Surgical + Cloth</b>	<b>BEST</b>  <b>N95</b>
<b>FAIR</b>	<b>Cloth Mask</b> One that fits well and has at least 3 layers. A cloth mask is better than no mask.	





## Do You Have Any of These Symptoms Today?



Fever or Chills



Cough



Shortness of Breath or  
Difficulty Breathing



Congestion, Runny  
Nose or Sore Throat



Fatigue



Muscle or Body Aches



Headache



New Loss of Taste or  
Smell



Nausea, Diarrhea, or  
Vomiting

**DO NOT ENTER  
IF YOU HAVE ANY OF THE ABOVE SYMPTOMS**

Per the CDC and Cal/OSHA's COVID-19 Prevention  
Emergency Temporary Standards