



City of Oakland

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HUMAN SERVICES DEPARTMENT

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June 11, 2021

Dear Oakland Senior Center Members,

We are starting the process of reopening Senior Centers for our members. After months of isolation Covid-19 infections have gone down as vaccination rates have increased to the extent that we are now able safely and methodically open our doors. All four of our Senior Center facilities will reopen under the same principles and practices so our return to full services will be from a place of unity and equity. Our primary concern is your health and safety. Please read this communication thoroughly to understand exactly how the reopening process will work.

Initially we will be inviting small groups of members into the facility to register. **Entry into the facility will be limited to appointments for registration only.** You will receive a phone call from My Senior Center. This will be a recorded call with instructions from the familiar voice of one of your Senior Center staff. You will be provided with general information including directions to set up an appointment with the Senior Center where you are a member. If we have your email address you will also receive an email. When you receive this communication it will be time for you to contact us to set-up your in-person My Senior Center registration appointment.

On the day of your appointment, make sure you arrive on time or cancel and reschedule in advance so we can keep all timeslots full. City of Oakland policy does not allow us to request proof of vaccination. Prior to facility entry, you will be required to answer a Covid safety questionnaire, have your temperature taken, and maintain mask wearing at all times while in the building. You will also receive your keycard and access to My Senior Center as part of your registration process. Everything else you need to know about this access will be explained when you arrive at the Center for your registration appointment.

No programs or activities will occur in the facility during this initial phase. For now, there will be no access to the computer labs, game/pool rooms, outdoor spaces, and other lounge/program areas for center supported activities. Food distribution and virtual program platforms will continue to serve the Oakland senior community throughout this process. Please do not start canceling appointments in anticipation of a specific opening date for programming. We will continue to open our facility incrementally, under guidelines provided by local and State government agencies.

We anticipate this initial appointment-only registration phase to take approximately one month to complete.. **Once we have our members registered and staff trained with the new system, we will phase in appointment based activities/programs.** You will be receiving additional communications about classes that will be offered and how in person appointment-based programming will work. If you are not interested in renewing your membership please let us know so that we can remove you from our call and email list. We look forward to seeing you soon!

Sincerely,

Scott Means  
Aging Services Manager