



San Francisco Village

March 30, 2020

Dear Members and Friends:

During the past two weeks, our staff has reinvented the way San Francisco Village operates. We're working from home; many programs have moved online; we've added dozens of new volunteers; and expanded our capacity for meeting your needs. We expect to shelter in place for many more weeks and we're ready to help you navigate safe passage.

Good two-way communication is going to be critical in staying connected, so please read our emails thoroughly and visit our website regularly where we have updated our [program calendar](#) and added a [COVID 19 Response](#) page. There you will find all our communications, guidelines for safety and a link to the San Francisco Department of Health. I know you're probably overwhelmed with email these days, but please prioritize these.

We will not be sending a monthly newsletter via USPS since print shops are closed and observing shelter-in-place. As always, email or telephone the office number 415-387-1375 with any questions or requests for support.

Beginning today, an outreach committee of volunteers will be calling every member to gather important information that will allow us to identify needs and fulfill them. They'll ask questions like: do you have a computer at home? Would you like to learn some new applications that make life easier? How are you getting groceries? Do you have family nearby? How can we help?

Please accept this overture as the gift that it is. More than 70 Millennials have stepped forward and offered their support to their older neighbors, you, during this public health crisis. A humanitarian response, motivated by empathy and civic love. One of my top ten silver linings since this all began.

They've been background checked and oriented to San Francisco Village, so please feel free to open up to them. The outreach callers will report back to Jill, who will dispatch other volunteers to go to the grocery store, pick up prescriptions, teach technology and help you connect with your doctor via telehealth. You might just be looking for someone to touch base with regularly or an online game partner. Excellent request!

I hope you'll take this opportunity to get to know the young people with whom you'll be interacting. I find them thoughtful, generous, creative and community oriented. They're a storytelling generation and they're curious about your experience and worldview. Share stories, find some humor together, take a small risk. Long after this emergency is over, may we find a deeper sense of community among San Franciscans of all ages.

If you're looking for a way to contribute to the greater good, here are some ideas:

- Send [coffee and pastries](#) to health care workers
- Make [face masks](#) for first responders and health care workers on the front lines
- Support local restaurants by ordering online
- Donate to Meals on Wheels or San Francisco Food Bank
- Reach out to neighbors and other SFV members via phone, email, or social media
- Support [Reading Partners](#) as a donor or volunteer

The story we tell about COVID 19 and our response to it becomes what we believe. If we invoke fear and hostility, it becomes a story of shock and awe. If we focus on altruism and care, it's a story of resilience and rebirth. How we construct the narrative, and therefore its shared meaning, is always a social endeavor.

Please send us a quick email about your interactions, new discoveries, common themes, silver linings. We're interested in telling a story of intergenerational action and caring coalitions that will move us forward when the health crisis has abated. In the meantime, we want you to stay connected and know that you are loved.

Warm regards,

A handwritten signature in cursive script that reads "Kate".

Kate Hoepke
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