

**Jorilyn Miller:**

Well the majority of my members are in that high risk population. They're over the age of 60, a lot of them have chronic health issues, and so a lot of them have questions, what's this thing with me not being able to touch my face? They didn't understand why can't I touch my face. What does that have anything to do with it? Just things like that. They're hearing these things on the news, and it's confusing, especially if they don't quite understand it. Being a health care provider and being somebody that they can trust, we will tell them, the why behind it, and that really just helps ease their fears a little bit.

I had one member, over the phone, who had no idea that you could get groceries delivered or picked up. So, just explaining that process, or reaching out to your family or over the phone and having them help them through that if they had technological problems with that. But, some people just have no idea what's out there in their community to help them. So to be able to refer them to the local agencies for the elderly or disability. Some people have care givers already. So, just to give them some questions to ask their caregivers so that their caregivers can help them in different ways as well. That's been helpful to my members.