

From: [Emily Sprugasci](#)
To: [Katy Nomura](#)
Subject: Request for correction, CHSSC 10/23/25 meeting
Date: Monday, November 3, 2025 10:56:37 PM
Attachments: [image001\[99\].png](#)
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[image004.png](#)

[EXTERNAL SENDER]

Hi Katy,

I am emailing to provide additional information to correct a statement made by Commissioner Konrad during the 10/23/2025 CHSSC meeting. I kindly request the information be included in the next CHSSC agenda.

Commissioner Konrad referenced an unfounded belief/recollection that the 55 Plus office was unavailable during the COVID pandemic, essentially that he'd hoped the phone would have been answered during that time. I would like to clarify that the 55 Plus office continued to remain available throughout the pandemic while prioritizing the health and safety of our older adult population. LGS recreation was one of the very few recreation departments that offered streaming programs and continued remote operations during the pandemic. The Agency drew on cash reserves and Staff resilience to continue operations.

A few notes -

- Programs shuttered during a time of global emergency and we prioritized the safety of perhaps the most at-risk population. Considering universal hardship, we prioritized our 55 Plus population, strategized creatively and intentionally to address isolation and both mental and physical wellness during this time, and were consistently adapting to connect and be available.
- The 55 Plus Recreation Coordinator at the time, Trinh, was partially furloughed at one point during the pandemic. Even at that time, he answered calls and emails when working AM part time. The front office, predominately Lori, would have forwarded anything to him in the AM and then to me in the PM.
- No call or email went unanswered, and we consistently connected seniors to community services, resources, etc. While one may have needed to leave a message periodically due to very limited staffing, LGS was present, reaching out by phone and email in a timely manner. We were available.
- While programs could not be held, online programs became available, notably Trinh's fitness videos that were hosted on YouTube and via the LGS website. The first was posted March 27, 2020 (one week following the pandemic closure).

- Formalized digital newsletters were sent out, a very early version of the Print, that included opportunities for connection, online classes, and important updates. Members also received direct emails and calls, checking in and providing helpful information and direction to resources.
- When modified activities could resume, we continued with drive through and outdoor activities, meet-ups, support groups, and more - notably the Thanksgiving Luncheon Drive-Thru event to ensure a sense of community and access to food, etc. We also continued parking lot groups while outdoor and distanced under that shade of canopies, adapting over time and with alignment with CDC guidelines. We additionally had a series of drive ups for goodies/gifts (positive connections), meals, take-home activities, and more.

From an internal email dated March 19, 2020 - just 3 days after the closure, the following outreach had already begun. AND phone lines/emails remained open.

Immediate 55+ efforts included and continued to develop:

- Listing key contact, resources, and tips to stay healthy and engaged
- Find creative ways to reach retired seniors and send them activities.
- Finding games or apps for them to stay connected.
- Tech w/teens have created a weekly Zoom video conference for all our seniors.
- Creating a weekly exercise video share with members. (stretching and light exercises)
- In the process of updating our 55 Plus website with Matt to create new content
- Weekly Zoom conference call with Los Gatos-Saratoga Service Provider to share pertinent info that all of our organizations are doing/providing for our members. Arn uses this platform to give us Town updates and vice versa post any info that we give him to the Town's website.
- Connecting with neighboring senior centers and other service providers to bring resources to our seniors.
- Explore new ways to communicate and teaching customers (Zoom, Skype, FB Live, etc.) Potential shift to how we deliver our product.
- Creating weekly video content to keep our community engaged and connected.

We additionally provided access to pharmacy, tax aide, food access, health and wellness, and additional services by phone, email, web.

Kindly,
Emily



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