San Carlos COVID-19 Volunteer Efforts

We at the City of San Carlos are so appreciative of the community members who have offered their help and support throughout the coronavirus (COVID-19) pandemic. It continues to astound us how thoughtful and giving our San Carlos community is. In an effort to coordinate those interested in volunteering and those needing the services of volunteers, the City has put forward the following efforts:

Neighbor to Neighbor Campaign

The City is launching a Neighbor to Neighbor campaign to help assess the needs of our community and better serve our residents.

We are in the process of mailing out a postcard to all San Carlos residences asking for:

1) Input on what our at risk community members need during this shelter in place event; and,

2) Volunteers to identify services they are able to provide to help assist those in need.

Our postcard directs the community to visit the City’s website at www.cityofsancarlos.org/coronavirus or call our special hotline at (650) 802-4347 to share input on their needs or to volunteer to help. For those needing help, the website offers a survey to indicate services they need, such as help to pick up groceries or medications or help with medical appointments.

The postcard also asks the community to take a minute to connect with elderly or at risk neighbors who may not be actively engaged on a digital platform, and help them fill out the online survey or call the hotline for information and requests. The goal is to reach every San Carlan who has a need during this time.

City staff will compile the information gathered from the survey responses and hotline calls to address the need. The Community Foundation of San Carlos has offered to set up a volunteer matching program to assist the City with providing the needed help.
Other Community Volunteers

The City is aware of other community volunteers reaching out to those in need through various online platforms like Nextdoor. While the City is not able to view resident Nextdoor postings, we are happy to learn of such a strong response from community members willing to volunteer to help someone in need. Community members are encouraged to visit the Nextdoor website to connect with neighbors.

San Mateo County Call for Volunteers

In addition to the City’s efforts to match volunteers with needs, San Mateo County is looking for volunteers.

General Volunteers: These volunteers could expect to deliver food or provide other services. The County’s volunteer survey is available at: https://www.surveymonkey.com/r/WSXH6PZ. Additionally, the County has asked organizations to email SMC_Volunteers@smcgov.org if they need any assistance from their volunteers.

Medical Professionals: The County is also seeking help from medical professionals. The City has used social media to ask medical professionals to call into the City hotline (650) 802-4347 or email coronavirus@cityofsancarlos.org if they are able to volunteer.