

## **AARP Foundation Tax-Aide CyberTax**

**March 13, 2020**

**To:** All AARP Foundation Tax-Aide Volunteers (with a valid email address in the Portal)  
**From:** Lynnette Lee-Villanueva, VP and National Director, AARP Foundation Tax-Aide  
**Subject:** CyberTax TY2019-09: Tax-Aide Sites Service Suspended Until Further Notice

### **AARP Foundation Tax-Aide Sites Service Suspended Until Further Notice**

As coronavirus (COVID-19) developments change hour by hour, AARP Foundation is doing its part to flatten the curve of transmission. A top priority for us is ensuring we are protecting those most at risk, including our volunteers and taxpayers. Therefore, we are suspending AARP Foundation Tax-Aide services beginning March 16 until further notice.

We will continue to assess whether we can open again in some or all sites for the remainder of the tax season and if the tax season is extended.

### **For AARP Foundation Tax-Aide Leaders Responsible for Site Operations Oversight:**

#### **Protocol for Suspension of Site Operations:**

We recognize that many sites have already suspended operations or begun the process. Thank you for your thoughtful decisions.

**Local and District Coordinators:** Please continue to work with your State Coordinators and in turn Regional Coordinators to suspend operations. As you suspend operations, please consider these action items:

- Keep split-state leadership informed as you move forward.
- Inform your Local IRS SPEC representative.
- Inform your host site partner.
- Notify all volunteers associated with the site.
- Work with the site host to post a notice stating: "AARP Foundation Tax-Aide service has been suspended until further notice."
- For appointment sites, volunteers should contact taxpayers to cancel or reschedule appointments.
- Point the taxpayer to the online site locator tool ([aarpfoundation.org/taxhelp](http://aarpfoundation.org/taxhelp)) for the most up-to-date information, including when the site will reopen.
- Update the site locator, by turning it off for each site suspension. By doing so, the operation hours will no longer be visible to the public.

- If the site will be closed for the season, and the volunteers are not working at another site that will be open, the Local Coordinator or volunteer leader with TaxSlayer Admin must deactivate the non-essential volunteers from TaxSlayer.

**Alternative Services:** As of now, we are not engaging in alternate delivery of tax services (e.g., drop-off services). Although we recognize the strong desire to employ other ways to serve taxpayers in our communities, we must operate and remain within program scope and program policy. As of this writing, the Department of Treasury and IRS have not made a determination about extending the tax season deadline. We continue to be in touch with IRS about program services, and different or new approaches that we can implement. We will keep you apprised of all changes regarding national program policy or IRS guidance perspective.

**Keep Healthy:** In the face of this outbreak, **it is** important to protect yourself and prevent its spread to others. As a reminder, take precautions as recommended by the Centers for Disease Control (CDC). Including:

- Wash your hands frequently and thoroughly.
- Cover your mouth when you cough or sneeze with a tissue, then throw the tissue in the trash.
- Eliminate shaking hands and friendly hugs.
- Avoid touching your face (especially your eyes, nose and mouth) as much as possible.
- Stay home when you are sick and encourage individuals who are not feeling well to stay home, too.
- In addition to CDC information, refer to your [state public health agency](#), and your healthcare provider for more information. You can also find AARP's coronavirus resources at [www.aarp.org/coronavirus](http://www.aarp.org/coronavirus).

As AARP Foundation Tax-Aide volunteers we thank you for all that you do. Please stay safe and healthy, and we will reach out again to you soon. Please do not hesitate to reach out to us.

Be well,

Lynnette Lee-Villanueva  
VP and National Director  
AARP Foundation Tax-Aide