

## **Director's Report submitted by Karin Dynice-Swanfeldt March/April 2020**

- The months of MARCH/April 2020 will be months NO ONE will forget. From the end of February to the beginning of March I began to put protocols into place for what we were not too sure of. I began receiving information from the state authorities I answer to and felt it was important to follow all suggestions as they came to me daily.
- The end of week one in March I had shut down all our exercise classes with the hopes of them beginning again on March 23rd. As we all know now this did not happen.
- Our Annual Fish Fry March 13th was cancelled with Tiny's.
- As of March 17th everything began to change within our work environment. I then began to cancel services such as the AARP Tax program and Fuel Assistance. The world as we know it was beginning to change DAILY!
- From this point on all services were changing or NOT TAKING PLACE.
- We continued to make ourselves available for anything clients were in need of. Our MART Van was still running for Doctors appointments daily. We had begun to use PPE equipment and followed all protocols for disinfecting EVERYTHING. Our food program was still serving hot lunches and Meals on Wheels. We created a hot lunch delivery program for those who needed it. We were able to put together a great, safe system to get the food out! My staff and I really had it all down to a science long before we knew the future we were looking at.

As we got closer to the end of March we knew this was bigger than anything we had ever faced before. Our clients were beginning to become scared and really depended on my department for clarity. But there was no clarity just changes day by day. When The Center became closed to the public reality began to set in. We then made more changes so we could continue limited services. Our Hot Lunch program ended due to the caterer not making the meals everything changed to frozen meals for all. Still our folks had food as well as donations from Shop and Save and Loaves and Fishes. We were doing OK up to this point.

The Governor then made a statement of closure until May 5th. And this now was full blown and the virus did not care who it went after.

- As of the beginning of April we were completely limited in what we could do and how to do it. My staff and I were here daily and continuing to help in any way possible.
- Then on April 9th I was informed that one of our daily clients had the virus and we were all exposed. We then proceed to follow protocol to close the Center. We contacted every client set them up with needed food and items. Disinfected the Center and had to isolate for 14 days.
- While isolated I was able to call upon different agencies and clubs for help. It was wonderful to still have a pulse on our population. Food was getting to those who needed and constant contact was being made with clients.
- Now at this point April 23rd myself and one staff member are back on duty. We are reorganizing once again and I am calling upon my contacts for help during this very difficult time. We will continue to serve our population the very best and safest we can. I will be on site every day by 9am and the word is out we are back. The phone began ringing the minute I walked in. So we are here to do what needs to be done with a smile! For the remainder of April. Still Closed to the public until further notice.