

Director's Report submitted by Karin Dynice-Swanfeldt May 2020

- The month of May was another very different/difficult time for the staff of the Ayer COA. After being isolated from exposure to CV19 we returned to the Center and regrouped once again on the delivery of services to our community.
- We are all back to our regular work schedule however still closed to the public.
- From this point on all services were changed or NOT TAKING PLACE.
- We continued to make ourselves available for anything clients may be in need of.

Our MART Van is running daily for Doctors appointments. We are using the required PPE equipment and followed all protocols for disinfecting EVERYTHING. The MART service is lower than normal due to doctors offices being closed. However towards the end of May the numbers began to increase. The MART Van also has been and continues to take people shopping IN TOWN ONLY. And only 2 clients per trip with PPE.

Our off site meal program is still serving hot lunches and Meals on Wheels daily. 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! We NO LONGER have any contact with any of our clients. My staff and I really have it all down to a science. All of our clients are working with us to help in this time of need also.

We are delivering between 100-120 meals per week. We also add goodies from Shop and Save every Monday, Wednesday and Friday!!!

My staff and I are also doing errands for our community when needed. We still have NO CONTACT with clients but our systems really works great.

- I have completed all paperwork and reports required for the month of May.
- I have attended all meetings required on the Zoom Program.
- I have been involved with Directors meeting across the state monthly also using the Zoom program.
- Our AARP Tax program which was shut down as of March 17th and left over 35 of our clients without completed TAXES as been reinvented!! I was able to contact the Director of the program and he is going to complete all of our clients who were left behind because of CV19. We

are collecting client information and driving it to his office to be completed. And this is a FREE service. He is then bringing completed taxes back to us for us to return to clients. We are one of the only COA in the area that still offers this program and we are so lucky. I have worked with Bill for over 20 years now and this service to our clients is most important and WE ARE MAKING it HAPPEN in a different way.

- We have been doing everything so differently but it is working. Services have not stopped for the Ayer COA just a "NEW NORMAL".
- As we move forward I must continue to think outside of the box. Our square footage here at 18 Pond St is not enough for client social distancing and the way we use to do thing will never be the same because of our LACK of space.
- The COA Feasibility Team held a Zoom meeting in regards to our NEW building and its future. Now more than ever we need to keep moving forward with these plans and new space!!! I hope we may see something in the fall town meeting to present to the public. New protocol is going to be needed no matter where we operate out of but the space at 18 Pond St. no longer works for the COA services and activities ON SITE!
- I must say as I always do, I am blessed to have the tiny staff I have here, it has been a difficult 3 1/2 months for us, personally and professional but we always seem to end our day with a SMILE!
- In closing for this month I must say I am MOST PROUD of our Ayer COA staying open throughout the CV19. We are one of the ONLY COA's that did not shut down and continue forward in a time when no one knew what we were facing. I AM SO PROUD!!

