

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

- The month of June was another very different/difficult month for the staff of the Ayer COA. Still dealing with the CV19 and closed to the public we continue to be a remote department. Whatever anyone needs we make it happen and bring it to them.
- We are all back to our regular work schedule however still closed to the public.
- 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 Van is a bit busier from last month with doctors offices reopening. We are still limited to two riders at a time and in town shopping only. I am in contact with MART weekly for any changes or updates as every day is a different day during CV19. We are following all protocol from MART!
- Our off site meal program is continuing to deliver hot lunches and Meals on Wheels daily. We are delivering between 100-120 meals per week. We also add goodies from Shop and Save every Monday, Wednesday and Friday!!! This program has been very helpful for those using it and from the way things are looking it may be next year before we are allowed to cook and serve food on site. I remain in contact with MOC weekly for updates and changes of any type. We are following all protocol set by MOC.

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

My staff and I helped one of our clients retrieve her belonging from her vehicle after she was in an accident. This person is very lucky to be alive but called us for help. And help we did! She is still recovering from her injuries.

- 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 was in full swing the month of June with trips back and forth to Maynard to the AARP Directors office. All 35 clients that were left behind due to CV19 were able to get their taxes completed Thank to Bill Chanshaw and our team work. Once again we are one of the ONLY COA that still offers this Free tax program to 60+ers.
- We have been doing everything so differently but it is working. Services have not stopped for the Ayer COA just a "NEW NORMAL".
- My staff created the ROCK Program here at the COA with the hopes of bringing some happiness around our town. So if you see painted rocks in places around town we hope it makes you smile.
- We had the pleasure of bringing a birthday cake and ice cream to a person in town whose family from out of town call us to help. So we surprised this person for her birthday, leaving the tasty treats on her doorstep.
- 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 things will never be the same because of our LACK of space. I am working on a plan to hopefully have a soft reopening in August and the plan is being created by myself, staff, building manager and our HR department. There must be a complete restructure and rearrangement of our space in order to have anything for the clients on site. Like everyone else no one knows what the next step will be but we are planning with hopes of offering small reopening steps.