

**Director's Report submitted by
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November 2020**

- Once again we are continuing with our CV19 way of life here at the Council on Aging. We are not open to the public but continue to offer services daily. We will remain this way until further notice. We have been able to offer our services remotely, door to door. We are following all of the protocols set by our State and Town officials.
- During the month of November we have seen a huge increase in our client base through out of community! There are a great number of NEW folks coming to us for a number of different needs. We may not be open to the public however the public is finding us daily. We have made a huge difference in their lives and this is what the Ayer COA is all about. Getting the job DONE!
- We are continuing with our off site meal program and Meals on Wheels daily for those in need. We are delivering approximately 400+ meals per week to clients in Ayer. We have many new faces in our meal program. We are only able to drop off for clients door to door there is NO contact. Also we are running errands and shopping for our clients. Our numbers are increasing each month with people in need in Ayer.
- We are continuing our **daily** Transportation with our MART Van Service! Our numbers are really beginning to grow. My monthly MART reports track these numbers for us to follow. We do insist that masks be wore in order to ride on our van. Sam keeps the van SPOTLESS for all our clients. We provide rides to doctors appointments, this is priority, as well as shopping in town every day. We began shopping trips to Market Basket of Littleton and Walmart of Lunenburg. These added shopping trips have been very well received by our clients. We insist on following the social distancing protocol on the van and we are limited to 3 riders per trip.

- We have become very busy with phone calls looking for Health Insurance, Medicare and Mass Health information and enrollment advise. We have gathered a new client base due to the need for this information and service. This time of year is also open enrollment for most programs. I am in contact with our SHINE connections also as needed.
- The Bemis Corporation from Shirley sent us over 100 blankets for our regular client base. These blankets are in place of the their Thanksgiving Dinner which will not be held. We were able to get all blankets delivered with a note from Bemis. Everyone was most grateful to received this lovely gift from Bemis.
- We were part of the Loaves and Fishes Thanksgiving distribution. This was my first year not able to hold our traditional NO ONE is ALONE Dinner. So instead we went out and delivered meals from Loaves and Fishes which was not the same but wonderful in its own way.
- Our 2022 Budget needed to be prepared for the Town Manager this month and submitted. Due to CV19 we will be looking at a cut in our salary line item. The positions that are empty at this time here at the COA will not be filled, so we are looking at an \$80,000 cut to our budget. However, I have been told if things change with CV19 we will make the changes needed to the budget to make the COA work. At this time I am working with one staff person and one MART Van driver, we are making it happen for everyone!!
- So far since CV19 began we have been able to offer what our clients need at NO Charge to anyone. Having been blessed with so many grants and donations we are able to make things happen for those in NEED!
- Our Winter Weather Policy is now in place for the coming months. If the weather is as such that meals and services cannot be delivered safely the staff will not be in the Center. Everyone will be notified in advance if a storm is coming and we need to regroup here at the COA. I take the winter months very seriously for both

my staff and our clients. Safety comes first for everyone. Our winter policy can be found on the town web page under Ayer Council on Aging and also our Facebook page.

- We are taking part in the decorations for downtown under the covered bench. Everything is hand- made and cost very little money to bring a SMILE to the Town of Ayer. SO FUN to bring this space to life!!!!
 - I have completed all paperwork and reports required for the month of November.
 - 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.
 - We have been doing everything so differently but it is working. Services have not stopped for the Ayer COA just a "NEW NORMAL".
 - So as we move into the winter months our CV19 way of life will continue.
 - Most IMPORTANTLY we are here if you need to TALK or need any service related information 978-772-8260 M-F 8am REMEMBER practice SOCIAL DISTANCING and PLEASE WEAR YOUR MASKS!!!!