

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

- Once again we are continuing with our CV19 way of life here at the Council on Aging. The Month of December was almost a carbon copy of the month of November. I am still working with only two staff and we are getting it all done with a smile. 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 December we have seen another 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 again 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 growing and the NEED is out there. 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 wears his mask always and 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 are continuing 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/masks to be worn on the van and we are limited to 3 riders per trip so seating is separated.

- 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.
- We were part of the Loaves and Fishes Christmas distribution. We delivered 77 holiday meals to folks throughout the town of Ayer. We have been working closely with Loaves and Fishes because there is such a need out there. This agency is so important to our client base.
- We have had many donations here at the COA to help keep clients fed that cannot afford to go shopping. We are so blessed to have what I call "Secret Elves", out there given back. This has made such a difference for many of our clients in NEED during the holiday season. It felt awesome to be able to say to someone, "YES WE CAN HELP YOU"!!
- 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 took part in the decorations for downtown under the covered bench. It was very well received by folks in Ayer and was fun for us to do. We were even able to put solar lighting in it to give it even more life as we move through the winter months. 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!!!!