

**Director's Report submitted by
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- We are continuing with our CV19 way of life here at the Council on Aging going in to a new year. The Month of January was a very difficult month for the remaining staff at the Council on Aging. At this time there are only two staff and one van drive on site every day to continue the service the department has always offered before CV19. We are following all levels of protocol issues by the town and the state.
- During the month of January we have seen another increase in our client base throughout our community and beyond! 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. As this CV19 issue continues stress and frustration also continues to grow which can make our jobs even more difficult to complete. However we are 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. This number seems to be leveling off at this point which allows us to maintain quality in our service. We are only able to drop off for clients door to door there is NO contact.
- We are continuing our **daily** Transportation with our MART Van Service! Our numbers are continuing to 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 are continuing to be very busy with phone calls looking for Health Insurance, Medicare and Mass Health information and open 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.
- 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.
- While working all of the services offered through this department we became exposed to CV19. We all were tested through the Ayer Fire Department and had to be quarantined for 10 days. This was very difficult for this department seeing there is no one able to do the job we do daily. I work remotely from home to receive all phone calls and all paperwork was completed. I also was able to attend all of my monthly meetings from my home office.
 - I have completed all paperwork and reports required for the month of January.
 - 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!!!!