

**Director's Report submitted by  
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- We are once again continuing with our CV19 way of life here at the Council on Aging. The Month of February 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 February we been two programs. The first was our Tax Prep Program. We are the only COA offering any type of Tax program. We have been lucky enough to have our AARP Accountant offer their free time to do our clients taxes for FREE. This is NOT an AARP Program. We have been working together for over 20 years and have built an outstanding relationship with these wonderful folks. We are collecting the taxes from our clients and these accountants come here to pick them up, upon completion the taxes are brought back to us and we return them completed to our clients. We are very lucky to be able to offer this to our clients for free.
- The second program which began was the distribution of CV19 Vaccines. This was an absolute nightmare. However, we made it work with the limited doses we were given until the Governor pulled from all small towns. Once that happen things got very dicey down here for me and my staff. I have never experienced such conflict in people in my professional life. Trying to do the best we can for those in need and the lack of respect to me and my staff was just unbelievable. We are still scheduling Shot #2 for those lucky enough to get #1 before it was all taken away.
- 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

growing once again. We are only able to drop off for clients, door to door there is still NO contact.

- We are continuing our **daily** Transportation with our MART Van Service! Our numbers are continuing to grow and the NEED is out there. My monthly MART reports track these numbers for us to follow. We do insist that masks be worn 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!
- I wrote the first newsletter in a year this month with all available information and service we are able to offer. I will continue to write our monthly COA newsletter in this condensed format.
  - 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 Spring 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!!!!