

FOR IMMEDIATE RELEASE

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Town of Norwood Launches Citizen Information Center

NORWOOD -- Town of Norwood General Manager Tony Mazzucco announced the launch of the Citizen Information Center for Norwood residents, a one-stop-shop for questions, comments, and concerns residents may have during these unprecedented times. The call center will launch on Monday, April 6 and town employees working remotely will be taking calls Monday to Friday 8 a.m. to 4 p.m. at 781-352-2363.

Norwood residents are encouraged to call with questions about town services, food assistance, payment assistance resources, guidance on signing up for SNAP, assistance with submitting unemployment applications, and more. Call takers are prepared to research issues that may not have immediate answers, and will seek to connect individuals with resources or other area non-profits as needed.

The Citizen Information Center will be staffed by several employees and may expand to different days and times if needed. It is anticipated that the service will improve over time as more constituents are assisted and the network of available resources grows bigger and better connected.

"Lives have been severely disrupted in a variety of ways over the past several weeks," said Mazzucco. "As members of the Norwood community face challenges, have questions, or need support, we've created the Citizen Information Center to connect folks with available resources and hopefully bring some peace of mind. We know there is a ton of information out there and we want you to have one place to call so we can help you navigate through it."