

## **HESSCO Community Update for April 23, 2020**

HESSCO's **Meals on Wheels** program continues to deliver daily hot meals Monday through Friday. On Tuesdays and Thursdays HESSCO is delivering frozen snacks to all Meals on Wheels consumers. These snacks include grilled cheese sandwiches, turkey sandwiches and more. These additional food items are intended to address food insecurity issues and help consumers plan if there are future disruptions in service. Please direct all new referrals for this program to the Information and Referral Department at HESSCO.

The HESSCO **Home Care** program is following all guidelines and protocols issued by the Massachusetts Department of Public Health, Center for Disease Control and Prevention, and the Executive Office of Elder Affairs. Our Care Managers are currently assessing care needs by phone and coordinating in-home services with our providers. Our local providers have an adequate supply of Personal Protective Equipment to ensure the safety and protection of consumers and care professionals. Please direct all new referrals for this program to the Information and Referral Department at HESSCO.

The HESSCO **Protective Services** program is working closely with the Executive Office of Elder Affairs to respond safely and appropriately to any reports of abuse and neglect for older adults. Please direct any new reports of abuse or neglect to the Massachusetts Central Intake Unit at (800) 922-2275. More information is available here: <https://www.mass.gov/how-to/report-elder-abuse>.

The HESSCO **Ombudsman** program is providing telephonic support to nursing and rest home residents and family members. Anyone with questions regarding nursing facilities within the HESSCO-area should call our office and ask to speak to the Ombudsman.

**SHINE** (Serving Health Insurance Needs of Everyone) will provide telephonic support to anyone with Medicare and MassHealth related insurance questions. Area residents can call our office and request the SHINE program.

The **Family Caregiver Support** program at HESSCO has developed lists of resources for family caregivers who are experiencing an increased stress during this time. A specialist is available for consultation by calling our office.

As part of the COVID-19 Essential Services workforce, HESSCO has a small number of staff working within the office to answer emergent calls. All other staff are working remotely and will return calls promptly.

**Please contact the HESSCO office with any questions at 781-784-4944.**