

TVCCA current status of Program Services

Effective 03/18/2020

General

TVCCA remains **open** to provide services. In consideration of both our staff and clients' health and well-being, the decision was made to close our office buildings to the public in Norwich and New London effective March 17th, 2020. The office staff are working and providing services through various means of technology. Many of the programs, like heating assistance, have received guidance from our funders that allows greater flexibility in service provision. As such, we have placed locked mailboxes outside the Norwich and New London offices for clients to drop off paperwork if they are not able to send electronically. Information and updates can be found on the TVCCA website and our Facebook pages. TVCCA phone lines are open and clients can call to inquire about program services.

Senior Nutrition

Congregate:

Lunch service at senior centers has been suspended. The program is working with Senior Center Directors to identify at-risk seniors who may have difficulty accessing other food sources. Specifically, we have reached out to seniors who attended the senior centers using public and/or Senior Center transportation to ask if they would want or need frozen meals.

Meals on Wheels: Currently there are 600 clients on the program

Last week (week of 3/9/20) letters were sent to the clients advising of the additional safety precautions the program is taking during this health crisis. Meals on Wheels are being delivered daily for 85% of routes. For those routes where the regular volunteer or staff person is no longer able to deliver daily, meals are being delivered by a staff person once a week as either a 5- or 7-day drop. While the senior centers are closed to the public, where possible, we are using the senior center to heat and deliver meals. The program will be putting together emergency, shelf-stable meal boxes (6 meals per client) to be delivered the week of 3/23/20 in case a "Shelter In Place" directive is issued. Consideration will also be given to provide up to twelve meals.

It is TVCCA's intent to keep the daily delivery going to the best of our abilities.

Child Development Preschool

Last Friday (3/13/20), TVCCA made the decision to close our facilities to children. This was a very difficult decision, however we believe it is in the best interest of our infants, young children and staff.

We are following the advice of CDC for social distancing. Child development staff is working – they are calling parents, checking on the family needs, and working with the parents to keep the children engaged and learning.