



TOWN OF WAYLAND

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To: All Residents
From: Town Administrator and Health Director
Date: March 27, 2020 at 3:00 pm
Re: Town Services for Residents' Needs

While we all work to follow the Governor's stay in place order and as the days progress, the Town recognizes that many of our residents may find that they need additional support or services. Please take time to read through the entire list.

Support services in place:

Health: The **Health Department Coronavirus Hotline at 508-358-6805** is for those experiencing symptoms, concerns about exposure and seeking information specific to the COVID-19 virus. The phone is being staffed and messages are returned promptly.

Private Business Food Deliveries: The Health Department is visiting each restaurant and grocery store in Wayland on a daily basis to ensure each business continues to follow proper protocols for take-out and delivery services. This applies to brick and mortar businesses in Wayland.

Town: The Town will also provide general help for residents who may need **assistance obtaining basic and important life necessities, such as food or medications, by calling 508-358-7701**. This phone is also being staffed and messages are returned promptly.

Council on Aging (CoA): CoA staff have been in touch with their senior population on a regular and often daily basis through phone calls, emails, and robo calls. If you would like to be added to the **CoA's list for a friendly check in or other services, please call the CoA at 508-358-2990**.

The **Meals on Wheels** program will continue next week and, at this time, will be conducted by BayPath Elder Services instead of Wayland volunteers.

Youth and Family Services: The staff of Youth and Family Services are available for phone counseling and outreach services to its existing clients. If you are seeking immediate mental health services, please **call Psychiatric Emergency Services, in Framingham, at (800) 640-5432**. For **emotional support, call the state's 211 to access "call to talk"**.

Food Pantries: The Town Administrator's Office, the CoA and the Health Department are working with the three known food pantries in Wayland: Parmenter Food Pantry, Celebration International Church and Trinitarian Congregational Church. The Health Department has reviewed safe delivery protocols with each group. The Town is working closely with the Celebration International Church and its affiliation with The Greater Boston Food Bank to provide food to Wayland residents.

Volunteers: The Town has become aware of residents asking in what way they can help their neighbors. The Town has established a list of residents who would like to volunteer in some way. **To add your name to the volunteer list, please email the Town at COVIDvolunteer@wayland.ma.us.** We will be in touch with every person indicating a desire to volunteer to get additional information about skills that may be needed in the future. At this time, because of the stay in place order and CDC guidelines, most of the volunteer opportunities will be friendly phone calls to neighbors.

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We continue to urge all residents to evaluate their own health and determine if they are feeling mildly ill with a head cold, headache, cough and/or experiencing any CDC identified symptoms of COVID-19, which include fever, cough, and shortness of breath. If you are feeling any symptoms, we advise you to contact the Wayland Health Department at the **Coronavirus Hotline 508-358-6805** and your primary care physician for guidance. If you or anyone in your family has any symptoms of being ill, we advise you to stay quarantined at home until you are feeling better and follow up with your primary care physician as needed.

The Town will also provide general help for residents who may need assistance obtaining basic and important life necessities, such as food or medications, by calling **508-358-7701**.