



**FOR IMMEDIATE RELEASE**

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**Mystic Valley Elder Services Continues to Provide Services  
to Consumers During the Coronavirus COVID-19 Pandemic**

*Offers tips on how to stay healthy and safe*

**(Malden, MA)**— Mystic Valley Elder Services (MVES) knows that the evolving and ever changing news about Coronavirus COVID-19 is causing growing concerns for many. MVES is proud to be a highly respected resource in your community and we want you to know that keeping our community – consumers, families, staff, volunteers and community members – safe is our highest priority. Practicing caution has become best practice and learning not to panic is essential.

MVES is open for business and is working to be sure that our consumers continue to receive needed services, and to protect not only their health but also the health of our staff and volunteers as well as other agency workers who provide services to our consumers. If our staff or consumers are not feeling well, there may be a temporary interruption or reduction in services. Be assured, MVES will always let consumers know if services will be interrupted, reduced or cannot be delivered. The wellbeing of our staff and consumers is our #1 goal.

As of today, March 19, MVES is adhering to the following:

- We continue to serve home delivered meals. We are delivering extra shelf-stable meals to our consumers and are exploring options in the event that there may be a shortage of meal delivery personnel or if a consumer with active COVID-19 is in need of nutrition supports.
- We have adapted some program protocols to keep consumers, volunteers and staff safe.
- We are in regular communication with our consumers. Our care managers are calling them on a regular basis to assess their well-being and need for services.

- Under Governor Baker's recommendations to protect the staff and public's health and safety, we are not conducting home visits but are assessing our consumers' needs through telephonic means.
- We continue to accept calls and referrals via our online referral form and/or by calling our Information and Referral Dept. at 781-324-7705, x100.
- We are operating with limited staff in the office environment as many can work remotely, and practicing social distancing of 6 feet apart from each other.
- MVES is in constant contact with the MA Executive Office of Elder Affairs and the Department of Public Health, and we are following their guidance as well as the Center for Disease Control and Prevention (CDC) recommended best practices.
- We are in close communication with our extensive network of in-home service provider agencies and our community partners to deliver services in a safe and effective manner.

Here are a few things you can do to help keep yourself from getting sick:

- Wash your hands often with soap and water for 20 seconds.
- Practice social distancing putting 6 feet between yourself and other people.
- Avoid crowds of 10 or more and do not travel unless you must.
- Avoid contact with people who are sick with a cold or flu symptoms.
- If you feel sick or have a cough or fever, call your doctor.

The Coronavirus COVID-19 outbreak is a rapidly changing situation from a public health perspective and we are committed to keeping our consumers informed. MVES is working to ensure the wellbeing of all those who depend on us.

Mystic Valley Elder Services provides essential services to older adults, adults living with disabilities, and caregivers who reside in Chelsea, Everett, Malden, Medford, Melrose, North Reading, Reading, Revere, Stoneham, Wakefield and Winthrop.

Please visit our website for the latest updates concerning MVES and COVID-19 at [www.mves.org](http://www.mves.org).

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### **About Mystic Valley Elder Services**

*Celebrating 45 Years of giving older adults their independence, Mystic Valley Elder Services is a non-profit agency located in Malden, Mass., that provides essential home- and community-based care and resources to older adults, adults living with disabilities, and caregivers who reside in Chelsea, Everett, Malden, Medford, Melrose, North Reading, Reading, Revere, Stoneham, Wakefield and Winthrop, regardless of their income level. Agency services include coordination of home care, transportation, Meals on Wheels, and information and referrals. For more information, please call (781) 324-7705 or visit [www.mves.org](http://www.mves.org).*