

April 10, 2020



Contact:

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LETTER TO THE EDITOR

Despite COVID-19, MVES Here to Serve Community

Dear Editor:

It is true that the current health issues have created many challenges in our lives and communities. These are difficult days for vulnerable older adults and adults living with disabilities. There is no doubt that COVID-19 has changed all of us, and it will continue to, but I hope we will also seek out the positives. In the meantime, I want to assure you as the CEO of Mystic Valley Elder Services (MVES) that we continue to provide essential services to the people who rely upon us for care and comfort. .

We remain operational even though most of our staff are working remotely practicing “social distancing.” We have robust technology and a culture of flexibility that enables our staff to efficiently and effectively perform their work remotely. Our Meals on Wheels program drivers continue to bring meals, including frozen emergency meal packets and shelf-stable meals, as well as safety checks to older adults who depend on us. Our nurses and care managers are calling people we serve to determine needs, assess risks, coordinate service delivery and provide reassurance. We are in frequent communication with community partners at the local, regional, and state levels to make sure that people are receiving the services they need and making adjustments where necessary.

A special thank you to all those who have said “how can I help?” Volunteers, public officials, staff and other health care partners have been spectacular. We literally could not do what we do without your support and active involvement.

For those who need care or have questions about what may be possible, we continue to accept calls and referrals via our online referral form (info@mves.org) and/or by calling our Information and Referral Department at 781-324-7705, x100. 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.

As we navigate through these challenging times, I'm reminded of how fortunate we are to be part of such a strong community that supports each other to accomplish great things. It is the power of this community that will propel us through this to better times. We are actively monitoring the COVID-19 situation and taking steps to help keep our communities safe. We are here for you, your family, friends and neighbors now and in the future if we can provide assistance. Stay safe and be well.

Sincerely,

A handwritten signature in black ink that reads "Daniel J. O'Leary". The signature is written in a cursive style with a large initial 'D' and 'O'.

Daniel J. O'Leary
Chief Executive Officer
Mystic Valley Elder Services