

**Community Services  
Department**

# Memo

**To:** Darrin Tangeman, Town Manager  
**From:** Damion Clements, Director of Community Services  
**cc:** Kelly Clark, Assistant Town Manager  
**Date:** 1/6/2023  
**Re:** Action Plan for COA

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Below is the action plan to continue services at the Truro Council on Aging during the current staffing shortages.

## **Outreach**

The town's Community Resource Navigator from Outer Cape Health Services, Brianne Smith, will have in-person calling hours on Tuesdays, Wednesdays, and Fridays at the Truro Council on Aging. The Community Resource Navigator will also field Outreach phone calls. When individuals choose the option on the COA phone menu for Outreach assistance, calls will be redirected to the Community Resource Navigator phone.

## **Transportation**

The COA continues to offer transportation for medical appointments to Truro residents. The Director of Community Services is scheduling and assigning a driver for these requests. Currently the COA has (1) part-time driver. The Director of Community Services and the Deputy Director: Recreation and Beach have been filling in as drivers as well.

## **Phones**

Incoming calls to the COA will ring to all COA lines. If not answered, the call will go to an auto-attendant giving them options to speak to each staff member/position. When people choose to speak to the Front Desk and the Deputy Director: COA, calls are forwarded to the Director of Community Services line. When individuals choose to speak to the Outreach Coordinator, the call is rerouted to the Community Resource Navigator.

Currently the department has (2) Senior Municipal Service participants and (1) volunteer working the front desk to greet the public and answer the phones. These individuals work on Tuesday, Wednesday, Thursday, and Friday.

## **Programming**

All aspects of the current programming are being facilitated by the Director of Community Services with assistance from the Deputy Director: Recreation and Beach.

### **Current Programs and Services**

- Chair Yoga
- Core & More
- Dr. Campo Foot Clinic
- Men's Exercise
- Move & Stretch
- Needle Work Group
- Pickleball Clinics
- Strength Training
- Ukulele Lessons
- White Line Open Studio
- Mail delivery program
- Food distribution program

## **Lunches**

The lunch program is currently suspended as we search for a new cook.