

Town of Auburn, Massachusetts

Julie A. Jacobson
Town Manager



Town Announces New Hotline (508-832-CARE) for Residents in Need of Assistance

Last week, Town administration announced our new Covid-19 initiative, **Auburn CARES** (Community Assistance Relief Effort Strategy), which is a coordinated effort of town administration to provide outreach and assistance to our vulnerable populations and those severely impacted by the COVID-19 public health crisis.

Auburn CARES consists of two outreach and assistance programs: Our Seniors Matter and the Auburn Connection.

Under the *Our Seniors Matter initiative*, town and school department employees are calling thousands of Auburn seniors aged 60 and over to check on them and, if needed, to provide information on available resources in the region and the State. Seniors seeking assistance can also call the Senior Center at 508.832.7799 between 8:00 AM and 11:00 AM Monday through Friday.

The second program under the Auburn CARES initiative is the *Auburn Connection*. Town employees will work with residents of all ages who are in need to identify and connect them to available resources. This includes state assistance programs, food pantries, meal programs, utility information, and support agencies and organizations.

We have set up a telephone HOTLINE for residents to call with non-emergency, COVID-related inquiries or concerns. **The Hotline telephone number is 508-832-2273 or 508-832-CARE.** This line will be staffed from 8:00 AM to 2:00 PM Monday through Friday. Please do not use this hotline for medical or other emergencies! This number is for residents in need of assistance or access to available resources.

Residents calling the HOTLINE will be able to speak with a Town employee between the hours of 8:00 AM and 2:00 PM Monday through Friday. Depending on the nature of the request, the resident will be referred to the appropriate town employee or agency that can provide the requested assistance.

The Town urges all residents to continue to be vigilant and take all precautions to curb the spread of the Coronavirus, including frequent hand washing, social distancing and staying at home other than obtaining or providing essential services.

Warm Regards,

Julie A. Jacobson
Town Manager