

Town of Auburn, Massachusetts

Julie A. Jacobson
Town Manager



Good afternoon, Auburn residents:

To provide our residents with access to the resources they may need in this public health crisis, Town Administration announces the launch of a new Coronavirus, or COVID-19 initiative called **Auburn CARES**.

Auburn CARES, a Community Assistance Relief Effort Strategy, 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 employees will call approximately 1,600 seniors to check on them weekly and guide them to qualified staff at the Senior Center who can provide technical and referral assistance and link those seniors with available resources. We want to be sure our seniors do not feel as if they are completely isolated or without support if needed. Often, just hearing a friendly voice from a personal phone call can help a senior feel less isolated during this difficult and stressful time.

Through the ***Auburn Connection***, we 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 will be setting up a telephone HOTLINE for residents to call with non-emergency, COVID-related inquiries or concerns. This line will be staffed from 8:00 AM to 2:00 PM Monday through Friday. We are working with our vendor to install and implement the Hotline. Once the new Hotline number is installed and active, we will notify the public. In the interim, residents may call the Town Manager/Board of Selectmen's Office at 508-832-7720 for assistance.

We urge residents to continue to stay at home unless necessary to go out for groceries, medicine and other essential services. Please visit the Town's COVID-19 web page at auburnguide.com for additional information, notifications and resources.

Thank you and be safe.

Warm Regards,

A handwritten signature in cursive script that reads "Julie A. Jacobson".

Julie A. Jacobson
Town Manager

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