



A Message from our CEO, Joe Tomsick

The Lake County Council on Aging plays an important role in the community and cares deeply for the critical population we serve, so closely identified with concerns of the coronavirus. We continue working diligently to deliver on our mission to help support our Lake County and its older residents. We have taken a comprehensive look at everything we do, and have announced several temporary changes to our operations due to the COVID-19 outbreak, including implementing a "no-contact" delivery method for our popular Meals on Wheels program and grab-and-go meals for existing congregate clients.

Although the agency's main office on East Avenue in Mentor is closed to the public, staff will continue to provide information, referral and support services for seniors, caregivers and family members by phone only, for the foreseeable future. Currently hours remain Monday through Friday, 8:30am – 4:30pm.

Suspension of Walk-In Assistance

Lake County Council on Aging's East Ave facility is suspending all visitors to the building and walk-in assistance. Consumers should call the Council on Aging's main number (440-205-8111) for more information on appointments over the phone. All office volunteers who regularly report to the East Avenue Office have also been asked to suspend their work.

Modifications to Meals on Wheels and Congregate Meals

The Council on Aging nutrition program has made a number of modifications to its meal delivery process. The most rigorous change is that meals are now being delivered on Mondays and Thursday only, until further notice. For more information on the Meals program, please call the agency's ADRC at (440) 205-8111.

Modifications to Social Work Services

The Social Work Department has suspended all home visits indefinitely. New referrals for programs including home delivered meals will be assessed case by case by the Program Manager to determine whether services can be rendered. Assessments will also be completed by phone and release of information forms will be mailed with a return stamped envelope.

Modifications to the Aging and Disability Resource Center (ADRC)

ALL Outreach services have been suspended until further notice. All home visits have been canceled. The ADRC will continue to take referrals for Council on Aging services, but please know that there will most likely be a delay in setting up service since home visits are canceled.

Suspension of Homemaker Services

The Homemaker program has been suspended indefinitely.

Non-Medical In Home Services Program

The Non-Medical In-Home Services program remains operational.

Suspension of HELP Room Equipment

ALL donations of medical equipment have been suspended until further notice.



Friendly Visitor Program

Friendly Visitor Volunteers have suspended visiting in person and instead asked to make calls by phone until further notice.

Grocery Shopper Program

Grocery Shopper Volunteers have been suspended until further notice. Since grocery shopping can be an essential service, Council on Aging Social Workers will assume responsibilities.
