



## **Barnstable County Announces Region-wide Helpline to address COVID-19-related Questions**

*10 Cape Cod Medical Reserve Corps Volunteers prepare to begin taking calls next Tuesday*

### ***For Immediate Release***

**January 15, 2021 – Barnstable, MA.** The Barnstable County Department of Health and Environment announced today the launch of a regionwide helpline to respond to COVID-19 related questions starting Tuesday, January 19, 2021, at 8:00 a.m.

10 Cape Cod Medical Reserve Corps (MRC) volunteers have been trained to answer questions about COVID-19, such as how to get a COVID-19 test or how to help someone navigate the three-phased approach to vaccination.

“Staff at Barnstable County are beginning to be inundated with questions, especially from residents who are confused about when and how they can get a vaccine,” said Barnstable County Communications Manager Sonja Sheasley. “What our region needs right now, especially our elders who might not be comfortable with email or social media, is to be able to connect with a kind voice on the other end of a phone line who can help clarify information about the vaccine rollout. Through the generous help from the Cape Cod Medical Reserve Corps Volunteers, we are making this happen.”

The MRC helpline team can also walk residents through more complex questions, directing them to the right resources in their local communities and in other state government departments. Volunteers cannot provide individual clinical advice or a diagnosis through the helpline. If you believe you have been exposed to COVID-19 and are symptomatic, call your health care provider.

Cape Cod Medical Reserve Corps Director Diana Gaumond said, “Much of the MRC’s mission is to engage our local communities in times of emergency, to strengthen public health and preparedness. This mission includes helping people navigate complex information during this pandemic.”

The helpline will be taking calls beginning next Tuesday, Monday through Friday, from 8 a.m. to 4:30 p.m. at 1-774-330-3001.

Barnstable County wants to ensure residents that a coordinated response is taking place in our region. We remain committed to encouraging all citizens to wear a mask, maintain a physical distance of at least 6 feet, and wash hands for at least 20 seconds. For more information, COVID-19 case counts, testing, and vaccine information visit <http://www.barnstablecountyhealth.org> or <http://www.mass.gov>

**CRITICAL DELIVERY SERVICE**

The MRC would also like to remind residents that Critical Delivery Service is still available to our senior citizens and people who are considered high risk for COVID-19. Since April 29, 2020, the Cape Cod Medical Reserve Corps (MRC), in service to the Barnstable County Incident Command COVID-19 response, has provided a free service delivering prepaid groceries to seniors and people at higher risk for infection. MRC volunteers pick up pre-ordered, prepaid groceries from food stores offering curbside pick-up options and deliver to residents in all 15 towns of Barnstable County. More information about this free service is available at [ccmedicalreservecorps.org](http://ccmedicalreservecorps.org) or call 508-556-7161 Monday through Friday 9:00 a.m. – 4:30 p.m.

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