

Amy Tousignant:

About 24 hours later, this gentleman called me back, and he said, "I really need your help," and I said, "Whatever you need, just let me know." And he said, "Well, I'm a diabetic, and I don't have enough food to last me for the remainder of the week. And, I don't know what I should do." But I thought to myself, "You know what? I have to figure out a way that I can get him help so if this extends longer than the month that we originally thought we would be shelter in place, that he would have a consistent source of food and other things that he needs." And so I actually, remembered from Governor Lamont about how a lot of residents were reaching out to our 211 phone, which is a resource in Connecticut for residents. So I called them and said, "Do me a favor. Try to call this phone number, and then call me right back," and he said, "Okay."

He called within 30 minutes, and he says, "Well, the line was... I have to wait about 45 minutes, and they're gonna give me a call back." And I said, "As soon as you hear, call me back because if this doesn't work, I will figure out another way." He ended up calling me back within the hour, and he s- was so grateful. He said, "I cannot believe this. I, they called me back." He said, "They set me up with a face-to-face interview at Catholic Charities Foundation," which was in the town that he lives. And he said, "They're gonna be able to provide me food every week," he said, "and other needs that I need." And I said, "Okay, so the second step is do you have a ride to get there." And he said, "Well, I was able to call my daughter, and she's coming to get me. And my meeting is in 45 minutes."

And so, I circled back with him just to make sure that everything was okay, and sure enough, he had been provided generously with donations of food and clothing and everything else that he needed.

I have been very anxious to get back out to do my job, to make sure that all the patients that I see (and when I say that, I've been seeing patients for almost six years in a row) that they are, that they have what they need. I've actually called, many of the patients that I've seen in the past four or five years just to check in and say, "Do you need anything? Are you okay? I just wanna make sure that, um, that you have somebody checking in on you." Many, many of the patients I see are completely alone.

The members really depend on us. They look forward to seeing us, and they know that we will help them.