

Norwalk 'warm lines' help assist elderly during coronavirus crisis

By [Erin Kayata](#) 8:03 am EDT, Monday, April 13, 2020



Photo: Kelly Kultys / Hearst Connecticut Media

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Lamond Daniels was approved as the new chief of community services in Norwalk on Tuesday, Sept. 24, 2019.

NORWALK — In the time of social distancing, people are supposed to remain 6 feet apart and avoid spending too much time together.

But that doesn't mean they should be socially isolated.

Loneliness, isolation and an inability to access essentials are especially likely for the elderly right now as they are one of the populations most at

risk when it comes to COVID-19. The novel coronavirus is spreading through the area with more than 700 Norwalk cases as of Monday morning.

To assist the elderly, the city established “warm lines” that are run by the Norwalk Senior Services Coordinating Council and the Senior Center.

There is also a statewide warmline for young adults run by Join Rise Be.

Lamond Daniels, Norwalk’s chief of Community Services, said the warm lines differ from a hotline because they are not intended for people in crisis, but for those who just need to talk to someone. The people manning the line offer a friendly ear, as well as strategies for coping with the crisis.

“The whole idea is with these uncertain times, we’re home a lot,” Daniels said. “The warm lines are designed just to have someone navigate through this mess. People are reaching out because they want to talk to someone. They recognize these are reputable, experienced organizations.”

Daniels said the warm lines also help connect seniors with services they may need. For example, after the Senior Center had to stop offering rides when a staff member was affected by COVID-19, the warm lines helped people find rides.

The city is also compiling a [map](#) based on results from a community organization survey so available Norwalk resources are available in one spot online. Daniels said the city is also launching a volunteer match program to find people to do deliveries, collect and pack food and items and expand outreach calls.

“I come from the nonprofit world,” Daniels said. “We want to thank our nonprofits who are still serving the community. They’re very creative and innovative in how they’re serving. They’re doing a phenomenal job. We need to be connected and we’re figuring out how to do that in a different way.”

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