



March 18, 2020

Dear Individuals, Guardians, and Families:

As Coronavirus and social distancing impact how people gather around the world, we've felt the challenges and disruption it has caused in our daily lives and the services provided. Daily, we are determining how best to proceed with guidance from both State and Federal Government. We are working with experts in our field to determine how best to proceed with providing services and supports with the understanding that health and safety are of paramount importance.

While social distancing is vital to slow the spread of Coronavirus to keep our communities safe, we understand that providing continued services is very important. We respect that some of you want and/or need to limit visitors and guests into your homes as a precautionary measure. Over the coming weeks, we'll share alternative ways you can receive necessary support as the impact of the Coronavirus continues unfold. We respect that some of you want and/or need to limit visitors and guests into your homes as a precautionary measure.

Your service coordinator will keep you informed as this evolving situation continues. Your service coordinator continues to be your primary contact at Gateways. We are committed to keeping you informed through this extremely challenging time.

Please be aware of current supports and the action steps Gateways has taken:

- Gateways has closed its Chestnut St. location to visitors
- For any current scheduled meetings your service coordinator will reach out to you to make alternate arrangements
- Your Service Coordinator will reach out to you and/or your vendor contact to determine safest method of communication prior to any home visits.
- During work hours (M-F, 8:30AM to 4:30PM), please contact your Service Coordinator should any needs arise
 - If you experience delay in response from your service coordinator, please reach out to Megan Holmes, Service Coordination Supervisor (603) 459-2708
- During non-work hours please continue to utilize our 24/7 on call service

We will continue to keep lines of communication open as we navigate through this very fluid situation. Please know you can reach out to me with any questions or concerns.

Sincerely,

Kristen Henderson
Senior Director of Adult Services
(603) 459-2707

Sandra Pelletier
President/CEO