



*Caring for our Community.
All Day, Everyday, For a Lifetime.*

March 19, 2020

Dear Caregivers and Veterans,

As Coronavirus and social distancing impact how people gather around the world, we've felt the challenge and disruption it's caused all our daily lives and the services for you and your family members. We are daily trying to determine how best to proceed by gathering guidance from both State and Federal Government. Many clients have asked us how best to move forward with continued services.

For all Caregivers and Veterans, we ask you to be the lead in speaking with your Family Managed Employees (FME) and/or vendor agencies. We know that some of you will have FME's that are not comfortable providing direct care to prevent their own risks. Some of you will want to limit any additional people into your homes to prevent spread. Some of you will have FME's who will want to work and may not have hours if you are asking for no contact. As per normal program policy, FMEs would not be paid if they are not working hours for you. There may also be some direct support professionals from vendor agencies that are not available during this time. We ask you to be the lead on coordinating a plan for the foreseeable future.

Please continue to submit your timesheets and payment requests as usual. If there are any changes to our current process you will be contacted.

Please communicate any service needs or changes to your Caregiver Specialist and/or Veteran Directed Options Counselor at ServiceLink. Our partnerships are key in this challenging time. We will all prevail together and return to typical circumstances. If you have additional questions or concerns, you can reach out to me, Donna LaFlamme at 603-459-2734, dlaflamme@gatewayscs.org or Donna Waring at 603-459-2724, dwarling@gatewayscs.org.

We continue to plan and develop strategies as we navigate this situation. Please keep lines of communication open so we can address your needs as they arise. As always, thank you for your partnership.

Best regards,



Donna LaFlamme

Fiscal Operations Supervisor



Sandra Pelletier
CEO/President