



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

March 19, 2020

Dear PDMS Families,

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 your children and 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 therapy and assessments. We are working with experts in our field to determine how best to proceed with tele – therapy and home-based education and therapy tools to continue to support your family.

For all of you families managing your program, we ask you to be the lead in speaking with you Family Managed Employees and Vendor Services about what supports will look like during this national response to COVID19. Some of you will want to limit any additional people into your homes to prevent spread. Some of you will need to adapt programs as many of the community settings you / your sons and daughter spend their program hours in are closed. We ask you to be the lead on coordinating a plan for the foreseeable future.

Your Gateways team is here to support you in every way we can. We know that some of you will have FME's that are not comfortable providing direct care to prevent their own risks. Currently, FMEs would need to utilize any available Earned Time if they have it or take the time unpaid if they are not working hours for your family. We will have some FME's who will want to work and may not have hours if the family that they work with is asking for no contact. Here is what we can do to help.

1. If you are a family and have coverage needs, please contact Denise Bird at dbird@gatewayscs.org or 459-2743. She will collect your coverage needs.
2. If you are an FME or you are going to put your FME services on hold please direct the FME to Shanin Lavoie at slavoie@gatewayscs.org or at 459- 2760. She will collect information and availability.

Though we can't guarantee perfect matches for everyone's needs, we are going to try to use these opportunities to help families and FME's to get connected during this period. We may also have additional staff from other Gateway's programs who may have availability to serve.

Your service coordinator is in place to keep you informed and to support you with planning. Please communicate your service needs to your service coordinator as well. Service coordinators will limit in person contact whenever possible and use phone or video conferencing to interact. Our partnerships are key in this challenging time. We will all prevail together and return to typical circumstances.

We continue to plan and develop strategies to keep our participants happy, safe, and healthy 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,

Mindy Huckins
Senior Director of Family and Participant Directed Services

Sandra Pelletier
CEO/President

144 Canal Street, Nashua NH 03064
Tel (603) 882-6333 Fax (603) 889-5460
www.gatewayscs.org