



March 12, 2020

To: Gateways Clients/Families/Guardians, Board Members, and Staff
From: Sandy Pelletier – CEO/President

This memo is to provide you with information about the Coronavirus and what Gateways is doing to address the issue as it takes shape. As you know, this is a very fluid situation with daily updates coming from the Centers for Disease Control (CDC) and the NH Division of Public Health Services (DPHS). They also offer practical information on prevention and what to do if you think you have come in contact with someone with the Coronavirus. We urge you to review the websites:

- CDC Situation Summary: <https://www.cdc.gov/coronavirus/2019-ncov/summary.html>
- NH DPHS Info.: <https://www.dhhs.nh.gov/dphs/cdcs/2019-ncov.htm>

Gateways has reviewed its Continuity of Operations Plan (COOP) and is prepared to take action if necessary. Our COOP addresses emergencies from an all-hazards approach, including preparedness to relocate personnel and resources to an alternate facility in case of an emergency. We are establishing additional practices to protect our employees and continued operations. We are working on our responsibilities as a 24-7 system and updating our plan for our clients who are considered our most vulnerable clients living independently in our community and clients who live in our community residences, including medically frail individuals.

Gateways senior staff are having meetings and will be huddling weekly on this matter. We will be posting communication on the Intranet and will be sharing information at all staff meetings as well. More information will be forthcoming if we need to activate this plan. We have been in touch with our Employee Assistance Program provider as well. As our staff know, we have provided overview communications to our clients, families, and legal guardians and more updates will be provided as needed.

Key Areas we are currently working on and have more detailed plans are as follows:

- A. Protecting our employees - workforce expectations and coverage such as remote work
- B. Services – 24/7 services, Vulnerable Clients, and Group Home Clients, including Medically Frail
- C. Program closures that are non-essential

As you enter Gateways worksites, we ask that you make use of the hand sanitizers throughout the building. Universal precautions, like hand washing, covering your cough and limiting exposure to others if you do not feel well are key instructions to follow from DPHS. The following is the Self-Observation Guide link provided by NH Division of Public Health: <https://www.dhhs.nh.gov/dphs/cdcs/documents/self-observation-covid.pdf>