

## **IMPORTANT UPDATE – 3/17/2020**

### **Temporary Operational Changes in Progress**

As promised, I want to give you an additional update. Although we don't have all the information we would like, and the situation in NH and across the country keeps changing, I want to provide the following update as of today. We are purposely setting short time-frames until we know more.

1. Because we provide 24 hour services and supports that are deemed essential for the individuals that we serve, The Moore Center is not closing.
2. We are currently and rapidly shifting to operations that allow the maximum number of staff to work remotely.
3. Due to the nature of our business we know that some staff will need at least intermittent access to our McGregor St. offices. We expect this to be small numbers of staff at any given time and we will ask those staff to practice all CDC recommended practices including appropriate social distancing.
4. We will have a drop box for documentation set-up outside the lobby entrance by the end of the week. This will allow staff, families, providers and others to leave needed documentation without entering the building.
5. We are looking into how to modify our switchboard to direct calls to where staff are located. This will allow anyone calling the Moore Center during typical business hours to get a person not a recording.

As a reminder, here is an update on the information we sent out on Sunday regarding agency operations.

1. The day program will be closed to clients for the next 2 days. We have since extended this until the end of March.
2. Effective immediately our facilities are temporarily closed to visitors to protect the health of our staff.
3. Meetings involving non Moore Center staff need to be handled by phone or rescheduled until further notice.
4. Staff are asked to reschedule all non-essential meetings so that full attention can be paid to planning for the health and safety of the individuals we serve and our staff.

5. If you are sick stay home. Practice social distancing and constantly wash your hands with warm soap and water for at least 20 seconds.

We appreciate the understanding and patience of those we serve and our employees as we work through this unprecedented event. We'll continue to provide timely updates as changes develop. We also appreciate your feedback and suggestions on ways to get through this together. Sincerely,

Paul

Paul S. Boynton  
President and Chief Executive Officer