

## **IMPORTANT UPDATE – 3/19/2020**

### **Temporary Operational Changes at The Moore Center**

Hello Everyone,

Our world has changed overnight, and one of the many challenges we are dealing with is our own level of stress, anxiety and fear. My personal belief is that all of these feelings actually make sense and are reasonable given the situation.

Fortunately, feelings come and go, and when we are focused on problem-solving, getting things done, and/or helping others, the scared feelings diminish. I am pretty certain that this reality has helped the Moore Center community, because our focus has been and continues to be on solving problems, getting things done and helping each other. This spirit and focus has occurred throughout the agency and I am so proud of how well we are working together.

Here are a few updates:

1. We have transferred the switchboard function to Brenda Head and calls that come into the center will be seamlessly transferred to her so that folks calling in will be reaching a kind and helpful response. This should help families and others get answers to their questions easily and efficiently. Our switchboard will continue answering calls during off hours and Brenda will retrieve those messages.
2. Mary Dionne now has a designated phone for staff questions and she will triage with department Heads and SLT, prioritize essential questions, and get answers to people as quickly as possible. Her number is: (603-206-2817).
3. Almost everyone is working from home and we are all getting used to new ways to work together, and to see clients and provide services. When things do return to normal we will be technology experts. Thanks Vinnie, Jay, Cindy, Neoscope and others for helping us download apps and learn new skills.
4. We have seen some feedback from families that they are not getting updates. Dave and Barbara are working hard to communicate with families, and we should all remind them that our website is the best source for daily updates: [www.moorecenter.org](http://www.moorecenter.org). Families should also feel encouraged to call the main number if they aren't able to reach Moore Center folks directly, or if they have

questions they can contact Susan Goddard at [susan.goddard@moorecenter.org](mailto:susan.goddard@moorecenter.org) or (603) 540-6659.

5. A few of our staff members and many of our providers are still providing essential services directly. There have been a handful of others who have been in the office finalizing remote work plans or doing other essential functions. We are grateful for your commitment and we are working to keep everyone out of harm's way as best as we can. If you need anything, please reach out to me.

6. We also want to recognize and show our deep appreciation to all of our vendors who are managing their agencies and being so nimble and dedicated to serving our clients.

7. We are indebted to our families who have stepped up without reservation to partner with us as we move forward and together look forward to easier days.

8. And finally, we want to thank Governor Sununu for his leadership and the Bureau of Developmental Services for walking with us and for helping us manage the many challenges we are facing.

We are sticking together, and because of that we are so much stronger. So remember, feeling anxious is pretty understandable, but so are feelings of hope. Let's be there for each other, as best we can. Let's get inventive and think of things we can do to help each other and our families and friends, and even strangers who might be alone right now. And finally, let's keep reminding each other how well we've done, how well we are doing, and how well we will get through this.

Sincerely,

Paul

Paul S. Boynton  
President and Chief Executive Officer