(Dear NHARCH Members: Over the past two-three weeks, your board has been working with the organizers of the efforts outlined in the message below with the intention of providing yet another support mechanism and resource to those members who might need the assistance. This group is volunteering to collect data and provide resources to help our members. We encourage you to participate as we all work together. The first step is to complete the survey via the link below. A copy of the letter containing the information below is attached. Please note that participation in this effort does not replace your requirement to report positive cases to the Dept. of Public Health. Thank you for your continued hard work and service to those you care for during such a challenging time. Matt Gatzke, Program Administrator, NHARCH).

The COVID Alliance Senior Support Team (SST) New Hampshire Campaign

Introduction:

Models and worldwide experience predict that over the next 1-4 weeks, New Hampshire will confront an exponential rise in the number of Granite Staters infected with the CoVID-19 virus. With advanced age, often accompanied by comorbidities like heart disease, high blood pressure, emphysema, obesity and diabetes, the elderly have demonstrated in Italy, Spain, Seattle, Colorado, Massachusetts and Vermont that they are the first victims, especially when housed close to each other. The CoVID-19 Policy Alliance was formed just over 3 weeks ago by a group of MIT Sloan School of Management professors who volunteered to pool their expertise and resources to combat the spread and impact of the CoVID-19 virus. Designed to provide critical support and assistance to senior living facilities in New Hampshire in collaboration with NH DHHS, our Senior Support Team is committed to protecting these most vulnerable residents before the virus reaches its peak. Our network is designed to provide facilities with actionable information when they need it, monitoring their status daily, and advocating for any supplies or services that might make CoVID-19 outbreaks in their facilities less likely. We are an all-volunteer team, many of whom have a background in healthcare, that operates 100% remotely.

Program Structure:

We will be collaborating with senior residential living industry organizations to offer resources to support efforts to prevent transmission of CoVID-19 and to help facilities with infected residents or staff.

The first step is an online survey to establish baseline data and identify a designated contact person within your facility. We will then assign two volunteer CoVID Response Liaisons who will connect with your designated contact person. The liaisons will review your survey results with your contact person and develop a plan of action based on identified needs. In order to make sure we are meeting those needs and that no new concerns arise, we will be sending a daily automated text message to that designated contact person asking if your CoVID-19 status has changed or if you have any new issues that we might need to address. Your liaison will call your contact person to follow up on any positive responses to the daily update texts and to help you ensure all your needs are being met.

The liaison will have many resources available to support your facility. These include a direct link to the New Hampshire Department of Health and Human Services to report personal protective equipment (PPE) and other CoVID-19 related supply needs, an expanding resource library, and links to telemedicine services, infection control training, and CoVID-19 testing. The liaison will work with the facility contact to
tailor resources to meet their needs. We are onboarding new resources regularly which will be available to all participating facilities.

Contact Information:

Your volunteer liaison will serve as your assigned point of contact. You can also reach out to SST leadership at any time via email at SST NH Primary Contact <sst-nh@covidalliance.com>

Senior Living Facilities may begin by responding to our Initial Contact Survey, available online at this URL: https://airtable.com/shrlsV0bJpcpu2dHy

1. Make sure to enter a cell phone number where indicated in the Initial Contact Survey.
2. Note the final multiple choice question, which asks you to confirm which organizations should receive a report on your survey responses.
3. The organizations you mark in the final question will receive a report on your Initial Contact Survey responses and a daily digest that includes your Daily Update responses. SST leaders are working with industry organizations to coordinate our response and provide your facility the best possible support.
4. We intend to assign COVID Response Liaisons to most facilities within 2 days of receiving your Initial Contact Survey response.
5. You will typically receive your first Daily Update text message at 10am EDT each day.
6. Liaisons will typically call your point of contact between 11am and 1pm EDT each day, unless you request a different schedule.

Thank you.

Matt Gatzke
Program Administrator
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Phone: 1-800-544-0906