



*Connecting Individuals with Disabilities to Their Community*

**Community Bridges Case Management Bulletin-  
Coronavirus (COVID-19)- 3/17/20**

Dear Families and Vendor Agencies,

Community Bridges is hard at work determining the best way to navigate the ever evolving situation surrounding the Coronavirus. Our focus is to ensure the health and wellbeing of the individuals and families we serve, along with the staff that provides the direct or indirect support to the individuals.

In an effort to minimize the potential transmission of COVID-19, the flu or other illnesses that are highly prevalent right now, the following plan is being put into effect for the Adult Case Management Department effective immediately:

1. Case Managers will continue to provide the best support possible to individuals, families and vendor agencies during this time- this has not changed!
2. Case Managers will be working from home approximately 4 days per week at this time. While working remotely, the Case Manager will be routinely checking their voicemail and email, and responding within 1 business day. In the event of an emergency, please call the office at 603-225-4153, and they will connect you with a Case Manager, Director, or other Representative who is in the office at that time. After hours on-call through this same number will continue as usual.
3. Meetings should continue to be held (e.g. ISA meetings, quarterly meetings, SIS interviews, etc.); by phone or video conference (e.g. Zoom) whenever feasible. Information on these conference lines will be sent out to teams by the Case Manager prior to the meeting. In the event that a face to face meeting is requested, the Case Manager will discuss this with their supervisor.
4. Case Managers will not be visiting any homes, offices or facilities at this time per the [Governors Executive Order 2020-04](#).
5. Case Managers will be utilizing secure email whenever possible for the distribution of forms and/ or communication at this time. Vendor agencies are encouraged to submit all documentation via secure email, as well. This will assist with preventing delays in processing due to faxes or mail that is only available at the office.
6. Vendor Agencies are encouraged to practice social distancing at this time in all areas of service, and have been asked to provide Community Bridges with their plan as to how their services will be adapted in light of this pandemic.

Please take a moment to review recent communication from the Department of Health and Human Services on our website <https://www.communitybridgesnh.org/about-us/announcements/>.

Please feel free to reach out to your Case Manager should you have any questions regarding this information, or if you need any support during this challenging situation. Also, please assist us by forwarding this information to other team members that may not be included on this email.

Thank you and best regards to you all!

Caryn-Ann Ferriter,  
Director of Case Management  
(603) 226-3212 ext 214.