Our Response to COVID-19: March, 20, 2020

Center for Life Management (CLM) is closely monitoring the COVID-19 (coronavirus), as the situation continues to rapidly evolve. The health and safety of our clients, staff, and visitors is of the utmost importance to us and we are taking proactive steps to stop the spread of COVID-19. We have formed an Emergency Management Team that is meeting regularly as the situation is evolving to ensure we continue to follow current CDC recommendations and provide care as safely as possible for both clients and staff.

Please note the following updates:

- The Governor’s office and the NH Department of Behavioral Health approved Emergency Provisions to broaden the scope of mental health services that can be provided via telephone/video link.
- As of Thursday, March 19, 2020, CLM will be providing new client appointments and intake assessments, therapy sessions, case management, medication management and functional support services via telephone.
- This allows a majority of CLM staff to perform their jobs remotely, maintain service delivery, reduce the number of onsite staff and clients being seen in our facility and minimize the potential spread of illness.
- We will have reduced staffing onsite in our Derry and Salem offices available to see clients or emergency cases that come to the facility. Onsite staffing in Derry will include two clinicians, two case managers, a medical provider, an emergency service clinician, intake and administrative support staff and a senior leadership representative.
- Clients who require injections will be seen in our Derry office by appointment.
- TMS services will continue to be provided in our Salem office by appointment.
- Our onsite pharmacy in Derry provided by Genoa Healthcare will remain open during CLM business hours (see new hours).
- **NEW OFFICE HOURS:** As of Saturday, March 21, 2020, CLM’s hours of operation will be reduced to Monday – Friday from 9:00 am to 5:00 pm in our Derry and Salem offices. CLM will be closed on Saturdays.

Emergency Services remain available 24/7 by calling 603-434-1577, option 1.

In addition, we continue with the following precautions:

- Increased cleaning of our facilities utilizing specialized cleaning products;
- Screening clients prior to appointments in the building for positive symptoms;
- Asking clients to wear masks if they are showing positive symptoms;
- Asking clients as best possible to limit visitors that accompany them to appointments;
- Asking staff to stay home if they are sick or have symptoms including respiratory illness such as cough and/or shortness of breath, or temperature of 100.4 or higher;
- Cancelling or postponing events and group activities including cancellation of Child Impact Classes and group therapy meetings until further notice.

Please know the entire health system is working to respond and keep all of us safe. Coping with the stress and anxiety over the outbreak may be difficult for some. To learn more about how to cope, visit https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html

Please continue to follow CDC recommended precautions. To learn more about general safety measures, visit the CDC website at https://www.cdc.gov/coronavirus/2019-ncov/index.html.
Our Response to COVID-19:

March 17, 2020

Center for Life Management (CLM) is closely monitoring the COVID-19 (coronavirus), as the situation continues to rapidly evolve. The health and safety of our clients, staff, and visitors is of the utmost importance to us and we are taking proactive steps to stop the spread of COVID-19. We have formed an Emergency Management Team that is meeting regularly as the situation is evolving to ensure we continue to follow current CDC recommendations and provide care as safely as possible for both clients and staff.

To date we are/have:

- Increased cleaning of our facilities utilizing specialized cleaning products;
- Screening clients prior to appointments for positive symptoms;
- Asking clients to wear masks if they are showing positive symptoms;
- Asking clients as best possible to limit visitors that accompany them to appointments;
- Asking staff to stay home if they are sick or have symptoms including respiratory illness such as cough and/or shortness of breath, or temperature of 100.4 or higher;
- Allowing staff to use extended sick time and earned time if they are sick or need to stay home to care for a sick family member or children due to school cancellations;
- Allowing non-essential staff to work remotely when possible to help limit spread;
- Regularly scheduled client appointments are taking place and we have contingency plans in the case of staffing shortages;
- Cancelling or postponing events and activities where larger groups gather including cancellation of Child Impact Classes for the next 30 days and cancellation of group therapy meetings for the next two weeks when we will revisit whether to resume regular schedules based on the current situation;
- Use of telephone and/or video technology as an option for some appointments is being reviewed and we will inform as more details are known;
- CLM Emergency Services remains available 24/7 and can be reached at 603-434-1577, option 1.

CLM is prepared to do our part to reduce the spread of this disease and we ask that you too work to protect yourself and our community. Frequent and thorough handwashing with soap and warm water for a minimum of 20 seconds is fundamental in preventing the spread of illnesses. In the absence of soap and water, use an alcohol-based hand sanitizer. Forgo handshakes when greeting people. Reconsider attending gatherings with a large number of people and practice social distancing as recommended by the CDC.

Most of all, we ask that you remain calm and know that the entire health system is working to respond and keep all of us safe. Coping with the stress and anxiety over the outbreak may be difficult for some. To learn more about how to cope, visit https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html

To learn more about what general measures you can take, visit the CDC website at: https://www.cdc.gov/coronavirus/2019-ncov/index.html or DHHS at www.dhhs.nh.gov/dphs/cdcs/2019-ncov.htm.