

MHCGM Remote Operations (current situation)

Conditions as of August 10, 2020

- Community-wide transmission of COVID-19 is occurring within the City of Manchester and the southern part of the State. The Governor's "Stay at Home" Order ended on 6/16/20 and changed to a "Safer at Home" advisory with an emphasis on high risk groups in particular.

In the month of June, new daily case counts averaged 12 cases per day, and for the month of July, new daily case counts averaged 8 cases per day. To date, in the month of August, new daily case counts have averaged 5 cases per day. From July 26th-August 9th, we have experienced a relatively steady trajectory without major increases or decreases in documented cases with consistent testing rates in Manchester

- Protection of essential workforce

MHCGM Status effective March 16, 2020

- MHCGM has established a COVID 19 Emergency Operations team.
- MHCGM is following CDC & DHHS guidelines regarding operations and facilities.
- Shipments of PPE continue to arrive to address the burn rate of supplies. Supply chain is unpredictable at times. Currently nitrile gloves, gowns and disinfectant spray/wipes are in high demand globally with low supply.
- Operations: consolidation from 4 outpatient sites to 2 outpatient sites.
- Essential staff only on-site.
- All research is being done with remote protocols.
- No in-person external events.
- Essential services are being provided at 2 Wall St. and 401 Cypress St.
- Acute Care Services are provided whenever clinically appropriate. Telehealth is utilized as first line modality.
- ProHealth has resumed well visits on Thursdays at 1555 Elm St.
- All MHCGM contract work is being done through telemedicine.
- Effective May 6, 2020 MHCGM has partnered with Manchester Fire Department, Families in Transition and Healthcare for the Homeless to focus attention and increase services to people experiencing homelessness 7 days per week.
- New Hire Orientation has been limited to 10 in-person participants. Participants attend via Zoom when attendance is greater than 10 people.

Client Status effective March 16, 2020

- Single point of entry screening and universal masking required.
- No visitors at Cypress Center facility, and limited outdoor visitation at Residential Facilities.
- Approximately 40% of services are being done face-to-face.
- All face-to-face services require PPE per MHCGM protocols.

Staff Status effective March 16, 2020

- Most staff work remotely.
- Limited use of in person classroom and office space for remote training/learning.
- Essential staff on-site to maintain safety and essential face-to-face services.
- Masks and physical distancing are required for any patient or staff encounters.