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Commissioner
Commissioner's Office
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March 23, 2020

To: Long Term Care Residential Providers
From: Monica Caserta Hutt

Re: Phone Call with DAIL

We are in the middle of an unprecedented and challenging time here in Vermont and across the country. We are well aware of the tremendous ask we have made of you, as service providers, to care for our most vulnerable Vermonters, to keep them safe and secure in their homes in your facilities, during a time of great stress. I am reaching out to invite you to participate in a phone call in order to take the pulse on the situation to-date.

We are planning to schedule that call for **Friday, March 27, 2020 from 3:00-4:30 pm**. We will send a meeting invite out with conference call information, but I wanted to get this invitation and explanation out today to enable you to plan on attending.

I know that many of you are facing challenges: staffing, equipment, supplies, information. I want to hear those challenges, with specifics, so that we can try to sort that into actionable items and share best practice and strategies across your network. In order to best organize a call, I am suggesting the following strategies:

- if you anticipate wanting to speak during this call, please email Ashley Gilman in our Division of Licensing and Protection with your name and the number you will be using to call in. She will be organizing our call and ensuring that those that want to speak, can speak- you can reach Ashley at Ashley.Gilman@vermont.gov;
- if you have a question that you would like to raise, please email that to Ashley directly; she will compile a list and we will try our best to answer those collected questions for everyone to hear on the call;
- if we have time, we will try and open up for questions at the end of the call; time will be limited but we can decide to schedule a future call if that seems to make sense;
- we will have a moderator for our call to manage the process as effectively as possible; please understand that it may feel a bit awkward but it will enable us to have a productive conversation.

I can't promise any solutions on this phone call, but I can promise that we will listen and work towards those needed solutions. Thank you for all you are doing.