



**Department of Disabilities, Aging and
Independent Living
Commissioner's Office**
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*Agency of
Human Services*

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DAIL Long Term Care Residential Partners:

As we have said consistently throughout this time, our primary goal remains for individuals to remain in their homes, in the settings of their choice, during this emerging COVID-19 situation. To do that, we want to be able to support you in being able to maintain your residents within your facilities. We recognize that significant staffing shortages may occur due to circumstances outside of your control. In order to offer some assistance with those needs, please review the following options created to support you upon identification of staffing needs within your organizations.

Emerging Needs

If your facility is projected to have a staffing shortage that will impact your ability to provide services and you cannot identify a source of staff via your existing backup plans, please contact Monica White, DAIL's Director of Operations/COVID-19 Response Team Lead, at Monica.White@vermont.gov or (802) 398-5024 to request assistance. Monica will assign one of DAIL's COVID-19 Response Team members to contact you and work to identify possible solutions – to include potential licensing requirement variances and/or connection with other local long-term provider resources.

If DAIL's team is unable to identify a solution for your facility's staffing needs, we will request assistance from the State Emergency Operations Center (SEOC) to request deployment of available staff from the Medical Reserve Corps (MRC) and/or SerVermont. DAIL will remain your main point of contact through this process.

Emergent Needs

In the event of an emergency staffing situation (weekends and after hours), please contact the State Emergency Operations Center at (800) 347-0488 and request urgent assistance from the staffing unit, who will work to deploy available volunteer clinicians via the Medical Reserve Corps for a short term stabilization (24-48 hours) until a longer term solution is identified via the above channels.

We are grateful for your continued commitment to the vulnerable Vermonters who make your places their homes. Thank you for your dedication and work during this unprecedented time.

Sincerely,

Monica Caserta Hutt
Commissioner

[VDH COVID-19 Internet Site](#)

[DAIL COVID-19 Internet Site](#)