

# Carroll County Agency Protocols - COVID-19

a project of Northern Carroll County Providers Network, Conway, NH

AGENCY	DESCRIPTION AND PROTOCOLS
<b>2-1-1</b> <b>1-866-444-4211</b> <a href="http://www.211nh.org">www.211nh.org</a>	211 advised that people in Conway area should use the 866-444-4211 number to ensure they are reaching the correct state. 211 offers information and referral for all health and human service needs statewide to include the “Doorway’s Recovery Hub” <a href="http://www.thedoorway.nh.gov">www.thedoorway.nh.gov</a> for substance use services.
<b>Agape Ministries Food Pantry</b> <b>603-538-4456</b> <a href="http://agapeministriesnh.org/">http://agapeministriesnh.org/</a>	Open Monday, Wednesday and Friday from 1-3 PM
<b>Carroll County Adult Education</b> <b>680 White Mountain Hwy</b> <b>Tamworth, NH 03886</b> <b>603-323-5100</b> <a href="http://www.carrollacademy.net">www.carrollacademy.net</a>	Running HiSet and diploma courses online. Please call and leave a message for a return call.
<b>Carroll County Directory of Transportation Services</b>	A comprehensive listing of transportation services (and volunteer opportunities) available to residents of Carroll County. <a href="https://carrollcountyrcc.multiscreensite.com/">https://carrollcountyrcc.multiscreensite.com/</a>
<b>Carroll County Sheriff’s Department</b> <b>Project Good Morning Program</b> <b>603-539-2284</b> <a href="https://www.carrollcountynh.net/carr-oll-county-sheriffs-office">https://www.carrollcountynh.net/carr-oll-county-sheriffs-office</a>	Check in with someone from County Dispatch each morning.
<b>Central New Hampshire VNA &amp; Hospice</b> , 645 South Main Street PO Box 1620, Wolfeboro, NH 03894 <b>(603) 569-2729</b> <a href="https://www.centralvna.org/">https://www.centralvna.org/</a>	Pediatric program doing home visits for pregnant women, new mothers & babies with precautions in place and is accepting new referrals. Other services include healthcare at home, hospice, rehabilitation, education.

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<p><b>Children Unlimited</b>  <a href="https://childrenunlimitedinc.org/">https://childrenunlimitedinc.org/</a>  <b>603-447-6356 X111.</b></p>	<p>Resources for parents, grandparents and caregivers of children 21 and under. Services are open to everyone. Resource center is open to the public but must call ahead for screening/appointment. Clinic is open but terms of contact are case by case. Childcare is opening on 8/31/20. <b>TAKING REFERRALS FROM SERVICE PROVIDERS FOR INDIVIDUALS., FAMILIES TO APPLY FOR GRANITE UNITED WAY COVID RELIEF FUNDS</b></p>
<p><b>Conway PD/Courts</b>  <b>603-356-5715 (PD)</b></p>	<p>PD is open as usual. Must wear a mask inside the building when beyond the lobby; Most hearings are telephonic.</p>
<p><b>DHHS</b>  <b>1-844-275-3447</b>  <b>271-9700</b>  <a href="http://www.nheasy.nh.gov">www.nheasy.nh.gov</a></p>	<p>District offices are closed to the public. The following message is on the DHHS website:  In an effort to slow the spread of illness, until further notice, the Bureaus of Family Assistance, Child Support Services, and Employment Supports will be conducting all interviews by phone. To apply for benefits online, please visit <a href="http://www.NHEASY.nh.gov">www.NHEASY.nh.gov</a>. Please contact the Customer Service Center at 1-844-275-3447 or 271-9700 for assistance.</p>
<p><b><u>Impaired Driver Care Management Program (IDCMP)</u></b>  <b>North Country Health Consortium</b>  (603)259-3700 x230  <a href="http://www.nchcnh.org/">http://www.nchcnh.org/</a></p>	<p>As NCHC is navigating the events of the COVID-19 pandemic, the Impaired Driver Care Management Program (IDCMP) remains open. During this time, intake appointments, Impaired Driver Education Program (IDEP) classes, and other consultations are being conducted exclusively via Zoom conferencing and phone.</p> <p>If you are seeking IDCMP services, please be especially mindful of your timeline; be sure to call within 3 days of your conviction date, so the IDCMP team can work with you to meet your court-ordered timeframe. For more information or to schedule your intake appointment, call: (603)259-3700 x230  Inquiries can also be directed to: <a href="mailto:tgrillo@NCHCNH.org">tgrillo@NCHCNH.org</a></p>
<p><b>Endeavor House / MWV Supports Recovery (603) 662-0668</b>  <a href="https://www.mwvsupportsrecovery.org/">https://www.mwvsupportsrecovery.org/</a></p>	<p>Recovery coaching and outreach is being offered via phone; now accepting applications for acceptance into Endeavor House</p>
<p><b>First Congregational Church of Ossipee, 603-539-6003 ext. 16</b>  <a href="https://www.firstossipee.org/">https://www.firstossipee.org/</a></p>	<p>Call for spiritual support. Ministry programs for adults and youth.</p>
<p><b>Groups Recover Together</b>  <b>800-683-8313</b>  <a href="https://joingroups.com/">https://joingroups.com/</a></p>	<p>Groups offers Medication Assisted Treatment for opioid use disorder. and counseling, currently through the use of telehealth. We offer rapid access intake appointments for new members seeking treatment, now via telehealth. Call now to schedule: 800-683-8313 You can call any time of day or night, 7 days a week. Our intake specialists are always available to answer questions or get new people into treatment ASAP.</p>

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	Once sheltering in place restrictions are lifted, you will have the option to continue treatment in one of our office locations. Call 800-683-8313 to book. We offer rapid access intakes and do not have a waitlist.
<b>Homeless Outreach, Tri-County CAP</b> <b>603-723-6625</b> <a href="http://www.tccap.org/">http://www.tccap.org/</a>	Not working in the office but meeting people where they can and doing business via email and phone.
<b>LIFE Ministries Food Pantry</b> <b>603-569-0202</b> <a href="http://www.lifeministriesfoodpantry.org/">http://www.lifeministriesfoodpantry.org/</a>	Open first and third Wednesday of the month.
<b>MWV Adult Day Center</b> <b>603-356-4980</b> <a href="https://mainehealth.org/memorial-hospital/services/aging-senior-care/mount-washington-valley-adult-day-center">https://mainehealth.org/memorial-hospital/services/aging-senior-care/mount-washington-valley-adult-day-center</a>	Open since June 29th. There are many changes: 50% capacity, social distancing, masking of everyone, families drop off in front, no community groups allowed in building. We are also screening daily. Guests are coming and families are receiving respite. Website:
<b>New Life Program Prenatal Substance Use Treatment</b> Memorial Hospital 603-356-5461 ask, Women's Health <a href="https://mainehealth.org/memorial-hospital/services/childbirth-family-birthing-center/prenatal-substance-abuse-treatment">https://mainehealth.org/memorial-hospital/services/childbirth-family-birthing-center/prenatal-substance-abuse-treatment</a>	Contact Women's Health to speak with the nurse coordinator. The phone call will consist of a few questions in order to set up an intake visit.
<b>NH Works</b> <a href="https://www.nhes.nh.gov/">https://www.nhes.nh.gov/</a>	Closed to the public but offering services via phone and email.
<b>Ossipee Central School</b> <b>603-539-4589</b> <a href="http://www.ossipeecentralschool.org">www.ossipeecentralschool.org</a>	School Counselors available. Meals for children-Pick up Mondays and Thursdays 8-10 AM. No registration necessary.

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<p><b>Ossipee Concerned Citizens (OCC)</b>  <b>603-539-6851</b>  <a href="https://www.ossipee-concerned-citizens-childcare-center.com/community-happenings/">https://www.ossipee-concerned-citizens-childcare-center.com/community-happenings/</a></p>	<p>Meals on Wheels delivered to your door or Curbside pickup  Ossipee - Call ahead 539-6851 for curbside meals to go Monday - Friday  Tamworth - Call selectmen 323-8511 by Friday to order a Monday meal for pick up  Moultonborough - Call ahead 476-5110 for curbside Monday - Thursday</p>
<p><b>OCC Childcare: 539-6772</b>  <a href="https://www.ossipee-concerned-citizens-childcare-center.com/community-happenings/">https://www.ossipee-concerned-citizens-childcare-center.com/community-happenings/</a></p>	<p>Open M-F. Call ahead for info</p>
<p><b>Pass-along Project</b>  <a href="https://www.thepassalongproject.com">https://www.thepassalongproject.com</a></p>	<p>Operating at normal capacity using masks. Collect and redistribute gently used clothing as age and gender specific "bundles" for children moving into foster care homes. Each bundle consists of enough clothing for a full week as a basic startup – similar to what most families purchase at the beginning of a school year.</p>
<p><b>Peer Support Center</b>  <b>447-1765</b>  <a href="https://www.alccenters.org/">https://www.alccenters.org/</a></p>	<p>Not offering transportation but open 10-4 M-F; Thursday's they offer a small lunch.  <a href="https://www.naminh.org//find-support/consumerclients/peer-support-agencies/">https://www.naminh.org//find-support/consumerclients/peer-support-agencies/</a></p>
<p><b>Revolving Closet</b>  <a href="https://www.northcountrycaresnh.org/the-revolving-closet/">https://www.northcountrycaresnh.org/the-revolving-closet/</a></p>	<p>Free clothing boutique for teens, normally 1st and 3rd Sunday 3-5pm, is currently closed due to COVID19.</p>
<p><b>Servicelink</b>  <b>1-866-634-9412</b>  <b>603-323-2043</b>  <a href="http://www.servicelink.org">www.servicelink.org</a></p>	<p>Information and referral service for elderly and adults living with disabilities:  Office hours are held on a case by case basis but most work is being done via phone / email.</p>
<p><b>Starting Point</b>  <b>603-447-2494</b>  <b>1-800-336-3795</b>  <a href="https://www.startingpointnh.org/">https://www.startingpointnh.org/</a></p>	<p>Starting Point continues to provide all services. We have met all state requirements to provide our services in a safe manner for both our community and our staff, who have not missed a beat since the beginning of COVID. We have even been able to continue some of our outreach work including volunteer trainings and community forums. FYI – August 6 is the start of our next training. If there are any questions please email <a href="mailto:raetha@startingpointnh.org">raetha@startingpointnh.org</a>.</p>

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<p><b>The Gibson Center for Senior Services</b>  <b>603-356-3231</b>  <a href="https://www.gibsoncenter.org/">https://www.gibsoncenter.org/</a></p>	<p>Closed although delivering Meals on Wheels M-F and offering take out meals from 11:30-12:15 M-F. Thrift store open M-F 10-2; donations accepted 8-10 AM; still offering medical transportation with 24 hour notice.</p>
<p><b>Town of Conway</b>  <b>603-447-3811</b>  <a href="http://www.conwaynh.org">www.conwaynh.org</a></p>	<p>Staff is onsite but a lot of business is being done by appointment only/via parking lot. Very limited public entry into the building.</p>
<p><b>Town Welfare Offices</b></p>	<p>Albany: 447-6038 <a href="http://www.albanynh.org">www.albanynh.org</a>  Bartlett: 356-2950 <a href="mailto:selectmen@townofbartlettnh.org">selectmen@townofbartlettnh.org</a>; <a href="http://www.townofbartlettnh.org">www.townofbartlettnh.org</a>  Chatham: 603-694-2117; 603-694-3827 <a href="http://www.chathamnh.org">www.chathamnh.org</a>  Conway: 603-447-3811 Ext 214; <a href="mailto:Bjparker1@conwaynh.org">Bjparker1@conwaynh.org</a>; Fax 603-447-1348; <a href="http://www.conwaynh.org">www.conwaynh.org</a>  Our office is moving in the next couple months to Conway. Currently open M-F from 8-5 but work is being done remotely or by appointment offsite or in parking lot.  Eaton: 447-2840  Effingham: 603-539-7770 <a href="mailto:effingham@roadrunner.com">effingham@roadrunner.com</a> <a href="http://www.effinghamnh.net">www.effinghamnh.net</a>  Freedom: 603-539-6323 <a href="http://www.townoffreedom.net">www.townoffreedom.net</a>  Fryeburg: 207-935-2805 <a href="http://www.fryeburgmaine.org">www.fryeburgmaine.org</a>  Jackson: 603-383-4223 <a href="http://www.jackson-nh.org">www.jackson-nh.org</a>  Madison: 367-4332; <a href="http://www.madison-nh.org">www.madison-nh.org</a>  Moultonborough: 603-476-2347 <a href="http://www.moultonboroughnh.gov">www.moultonboroughnh.gov</a>  Ossipee: 539-4181 <a href="http://www.ossipee.org">www.ossipee.org</a> For phone appointment/application call Sam Martin 603-651-1156 or Angela Rizzitano, Deputy Welfare Director, at 539-4181. Applications can be mailed to Town of Ossipee Attention: Sam PO Box 67, Center Ossipee, NH 03814  Sandwich: 603-284-7701 <a href="http://www.sandwichnh.org">www.sandwichnh.org</a>  Tamworth: 603-323-7525 <a href="http://www.tamworthnh.org">www.tamworthnh.org</a>  Tuftonboro 603-569-4539 x11 <a href="http://www.tuftonboro.org">www.tuftonboro.org</a>  Wakefield 603-522-6970 <a href="http://www.wakefieldnh.com">www.wakefieldnh.com</a>  Wolfeboro 603-569-8151 <a href="http://www.wolfeboronh.us">www.wolfeboronh.us</a> <a href="mailto:welfaredirector@wolfeboronh.us">welfaredirector@wolfeboronh.us</a></p>
<p><b>Tri County Community Action Program - Energy Assistance</b>  Carroll County:</p>	<p>Please note the following important program application dates:  Households with children under the age of 6, disabled and/or elderly or heat with wood (wood pellets) can start applying July 16th</p>

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<p>448 White Mountain Highway          Tamworth, NH 03817          1-603-323-7400          Fax: 603-323-7411          Email: <a href="mailto:carrollcc@tccap.org">carrollcc@tccap.org</a></p>	<p>Households that heat with oil, kerosene, and propane can start applying September 1st          Electric Heat and Heat included with the rent households can start applying October 15th          All Applications– October 15          Program Opens-December 1          Clients facing an emergent situation will call up for an appointment. Clients who are unable to come in are requested to go to their local town welfare office for access to a fax machine and we would do the application via fax with the original signed application mailed.          Forms online at <a href="http://www.tccap.org/services/housing-and-energy/energy-assistance-services/">http://www.tccap.org/services/housing-and-energy/energy-assistance-services/</a></p>
<p><b>Tri-County Transit</b>  <b>1-888-997-2020</b>  <b>752-1542</b>  <a href="http://www.tricountytransit.org/">http://www.tricountytransit.org/</a></p>	<p>Operating 8-4 bus service in Carroll County; We only run Door to Door service.          Service is available to everyone.</p> <p>Carroll County Directory of Transportation Services: <a href="https://carrollcountyrcc.multiscreensite.com/">https://carrollcountyrcc.multiscreensite.com/</a>          A comprehensive listing of transportation services (and volunteer opportunities) available to residents of Carroll County.</p>
<p><b>UNH Cooperative Extension Info</b>  <b>Line 1-877-EXT-GROW (398-4769)</b>  <a href="http://www.extension.unh.edu">www.extension.unh.edu</a></p>	<p>Gardening, food safety, canning, nutrition, forestry          Not open to the public, but is accessible through all digital platforms. Only essential work is allowed in a limited capacity. Anything connected to the food system is allowed but with limited in-person contact.          We have online nutrition classes through our Extension platform – <a href="#">Sample video lesson</a>          Online <a href="#">Double Up Food Bucks</a> and <a href="#">Cooking Matters</a> shopping tours through zoom  <a href="#">Food Access Map</a>  <a href="#">Farm Products Map</a>  <a href="#">Serve Safe</a>  <a href="#">4-H virtual Community center</a></p>
<p><b>Visiting Nurse Home Care and Hospice of Carroll County</b>  <b>1-800-499-4171/603-356-7006</b>  <a href="http://www.vnhch.org">www.vnhch.org</a></p>	<p>VNHCH is open as far as all home visits (skilled, Hospice and long-term care) following all precautions, we supply masks (donated by volunteers) to all patients and families. We screen staff daily, they wear all appropriate PPE. Office is open on a limited basis but those not in office work remotely.</p>
<p><b>Way Station, Day Resource Center for Homeless &amp; Housing-Insecure Residents of Mt Washington Valley</b></p>	<p>We've reduced on-site hours to ONE SHIFT on Thursday evenings starting at 5pm. Meanwhile, we're on the phone with guests and referring agencies 7 days a week (phone: 603.452.7113).</p>

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<p><b>603-452-7113</b>  <a href="http://www.waystationnh.org">www.waystationnh.org</a></p>	<p>During our one weekday shift, we are contacting all guests and making individual appointments. Two volunteers prep all items that we can provide for guests (clean towels, laundry cards, toiletries, emergency groceries, camping supplies like sleeping bags &amp; tents, and other items they identify). We place each package on the porch for hands-free pickup once the guest arrives.</p> <p>WISH LIST: Financial donations go the furthest. In-kind donations needed of clean towels, canned goods (especially beef stew, canned pasta &amp; sauce with meatballs, canned tuna, canned chicken, peanut butter, boxed macaroni and pasta &amp; sauce).</p>
<p><b>White Horse Recovery</b>  <b>(603) 651-6441</b>  <a href="http://www.whitehorserecovery.org">www.whitehorserecovery.org</a></p>	<p>Offers Mental Health AND Substance Use Disorder Services  Both resource centers and clinical services are fully open. Services are being provided virtually and in person by appointment and on a walk-in basis. Phone: (603) 651-1441, Fax: (603) 651-1442</p>
<p><b>White Mountain Community Health Center</b>  <b>603-447-8900</b>  <a href="http://www.whitemountainhealth.org">www.whitemountainhealth.org</a></p>	<p>Patients should call us, 447-8900 with any health concerns. We are answering phones 8:30 AM – 4 PM Mon - Fri, and nurses are available for phone triage. Both telehealth and in-person visits are available for our full range of services besides dental. Dental services will be resuming in September. If you have a health concern, please give us a call even if you are not a current patient. Our social worker and community health worker are available by phone to help with any issues patients may be having that affect their wellbeing, such as housing issues, food security, unemployment, Medicaid enrollments, or family issues. They are also offering weekly check-ins for anyone over 60 or with health conditions that puts them at risk. They can be reached at (603) 986-2983. email Siena at <a href="mailto:skaplan@whitemountainhealth.org">skaplan@whitemountainhealth.org</a> if you have questions that aren't answered here or have a resource we should add.</p>

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