

January 25, 2021

Dear Residents of RiverWoods Exeter, RiverWoods Durham, and Birch Hill,

Last week we let you know that we were awaiting dates to have a vaccine clinic for our Independent Living (IL) residents at your community. As of last Thursday, we were not sure if the vaccines would be administered through CVS or through a Regional Public Health Network (RPHN). While we are still awaiting more details, we wanted to provide you with an update on what we know now.

What we know:

- CVS was our assigned “Pharmacy Partner” to address phase 1A vaccinations for our HC/Supportive Living residents and staff.
- As that process went along, we inquired with the State if CVS would vaccinate our IL residents too.
- Until last Friday night that seemed the likely option as CVS has enough doses and already has an established process with us.
- Inexplicably CVS has decided that the Pharmacy Partner program does not include IL residents.
  - However, they scheduled clinics for IL residents in several smaller IL/Assisted Living communities as well as Havenwood Heritage Heights and Taylor Communities, yet they have excluded the three RW communities as well as the two CCRCs in Nashua, and Rivermead in Peterborough.
- For the past two weeks we have been working with the Department of Health and Human Services (DHHS) to develop a plan if CVS failed, which we knew was a possibility.
- We are working through the particulars with the State and DHHS on how we can be authorized, either on our own, or through the RPHN to provide you vaccinations. We are confident we will be able to host an onsite clinic.
- I know this seems simple (give us the doses and we will give you the shots) but it is a complex bureaucracy in which none of the CCRCs have the final say.

- We are in constant contact with the Chief of Immunizations and we will provide you more information on time and process as we obtain it.
- In the meantime, we know a few of you have already scheduled appointments through the State's portal at one of their fixed sites.
- If you do not want to wait, please use the State portal to sign up for your vaccination. You can always cancel this appointment if we have our onsite clinic before your assigned appointment.
  - The state portal website is: [www.vaccines.nh.gov](http://www.vaccines.nh.gov).
- As a reminder, if you schedule your vaccine anywhere other than your community, please let the Wellness Clinic at your community know as we will be tracking this to ensure all residents receive both vaccines.

We know it is tough to not have immediate answers. As you know, we believe in "knowing is better than not knowing." We do know we'll be able to vaccinate you onsite and will provide any updates as we receive them.

Stay healthy my friends,

  
Justine Vogel  
TRWG CEO