

Message from City Leadership



The City of Somersworth Management Team continues to:

- Take decisive action to help stop the spread of the COVID-19 virus.
- Implement contingency plans to ensure the delivery of essential services.
- Ensure the continuity of City government.

We will continue to provide updated information and guidance to ensure the health, wellness, and safety of the public

New Online Portal to Schedule Testing



- **Anyone** experiencing possible symptoms of the COVID-19 virus, as well as health care workers, anyone 60 years old or older, and anyone with a range of underlying conditions, can schedule a test through the new portal beginning on Thursday, May 7, 2020.
- No doctor referral will be needed to sign up for a test.
- A person using the portal can choose a testing location close to them and select three timeslots. The person will then get a call to confirm the testing appointment.
- Tests can be scheduled by calling 603-271-5980 or visit: https://prd.blogs.nh.gov/dos/hsem/?page_id=8479

Hilltopper Strong – Staying Safe



- If you or anyone in your household is sick – stay home and contact your medical provider.
- If someone in your household tests positive for COVID-19 – keep the entire household at home and call your medical provider.
- If you are a senior citizen – you are at a higher risk – stay home and stay away from other people.
- If you have an underlying health condition – you are at a higher risk – stay home and stay away from other people.

Hilltopper Strong – Staying Safe

- Work from home if possible.
- Avoid social gatherings.
- Use drive thru, pick-up, or take-out options from food establishments.
- Avoid unnecessary travel.
- Do not visit nursing homes or elder care facilities.

Hilltopper Strong – Staying Safe

Continue Practicing Good Hygiene



- Wash your hands often and use alcohol-based hand sanitizer.
- Avoid touching your face, mouth, nose, and eyes.
- Cough or sneeze into your elbow.
- Disinfect high touch surfaces frequently.

Hilltopper Strong – Staying Safe



- Continue practicing extreme social distancing – six feet minimum.
- While at work and in public, wear a cloth face covering to help protect against the spread of the virus. Medical-grade masks should be reserved for healthcare workers or first responders.
- Check on your neighbors – bring supplies to those who can't go out.
- Don't gather in large groups or with friends.
- Don't have play dates for children.

Updated CDC COVID-19 Symptoms

- Fever
- Cough
- Shortness of breath or difficulty breathing
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell



Medical Treatment

- If you feel the need to seek medical treatment for COVID-19, make every attempt to call your primary care provider (PCP) for guidance before traveling to the PCP office, Emergency Department, or acute care clinic.
- If you do not have a PCP, call 2-1-1. This number is available 24 hours a day.
- In the event of a life-threatening medical emergency, do not hesitate to call **9-1-1**.
- If calling 9-1-1, the best thing you can do to help first responders is to be up front and honest with all diagnoses and symptoms.

When to Seek Medical Attention

If you have any of these **emergency warning signs*** for COVID-19 get **medical attention immediately**:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

*This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning to you.

Call 911 if you have a medical emergency: Notify the operator that you have, or think you might have, COVID-19. If possible, put on a cloth face covering before medical help arrives.

Help Slow the Spread of COVID-19

- The CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies).
 - This is primarily to prevent a person who lacks symptoms (asymptomatic) from infecting someone else.
 - The risk in using these face coverings is that you will touch your face more frequently therefore increasing your own risk and/or be lulled into a false sense of security that other protective measures are not necessary.

Help Slow the Spread of COVID-19

- Cloth face coverings fashioned from household items or made at home from common materials at low cost can be used as an additional, voluntary public health measure.
- Cloth face coverings should:
 - Fit snugly but comfortably against the side of the face.
 - Be secured with ties or ear loops.
 - Include multiple layers of fabric.
 - Allow for breathing without restriction.
 - Be able to be laundered and machine dried without damage or change to shape.
- Visit the CDC web site for instructions how to make a mask:
<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

Hilltopper Kindness



- Check on your senior or disabled neighbors.
- Call by phone, wave through the window, or send a note.
- The elderly are especially vulnerable – maintain extreme social distancing - DO NOT go inside or speak face-to-face.

Stay at Home 2.0 – Universal Guidelines

By order of the Governor, New Hampshire citizens shall continue to stay at home or in their place of residence with the following exceptions:

- Leaving home to get fresh air or exercise, provided that social distancing protocols consistent with guidance from the Division of Public Health are observed.
- Leaving home for outdoor recreation provided that appropriate social distancing protocols are observed and provided that such recreation complies with limitations contained in previous Executive Orders.

Stay at Home 2.0 – Universal Guidelines

By order of the Governor, New Hampshire citizens shall continue to stay at home or in their place of residence with the following exceptions (continued):

- Leaving home to run essential errands such as going to the grocery store, pharmacy, laundromat, or fulfilling any other errands an individual determines to be essential for everyday needs.
- Leaving home to visit a spouse, parent, or child.
- Leaving home to provide care for another person.

Stay at Home 2.0 – Universal Guidelines

By order of the Governor, New Hampshire citizens shall continue to stay at home or in their place of residence with the following exceptions (continued):

- Leaving home to go to the gas station.
- Leaving home to order and pick up take-out food.
- Receiving deliveries from Amazon, UPS, Fedex, the U.S. Postal Service, or any other deliveries;

Stay at Home 2.0 – Universal Guidelines

By order of the Governor, New Hampshire citizens shall continue to stay at home or in their place of residence with the following exceptions (continued):

- Leaving home for purposes of employment in cases where an individual is working remotely for a business that does not provide Essential Services, has not otherwise been permitted to resume in person operation, or is not exempted from this Order.
- Leaving home to patronize or seek services from a business or organization that is providing Essential Services, a business or organization that has been permitted to resume certain in person operations, or a business or organization to whom this Order does not apply.

Stay at Home 2.0 – Universal Guidelines

By order of the Governor, the following remain closed to the public:

- K-12 schools.
- State Government, local and county governments, local and county legislative bodies, the General Court, and the Judicial Branch.
- Any church, synagogue, mosque, or other house of worship,

Stay at Home 2.0 – Universal Guidelines

- Industries that can continue to operate with new, modified guidance:
 - [Public and Private Campgrounds Guidance](#)
 - [New Hampshire State Park Guidance](#)
 - [Manufacturing Guidance](#)

- ** Seacoast Beaches remain closed **

- Industries that can begin to phase-in services on May 4:
 - [Certain Health Care Services Guidance](#)

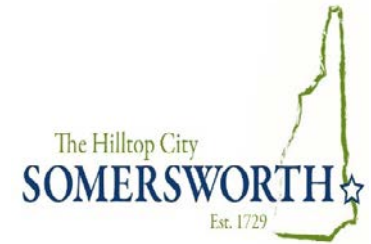
Stay at Home 2.0 – Universal Guidelines

- Industries that begin to phase-in, or expand services on May 11:
 - [Retail Store Guidance](#)
 - [Drive-in Movie Theater Guidance](#)
 - [Public and Private Golf Course Guidance](#)
 - [Barbers and Hair Salon Guidance](#)
- Industries that can begin to phase-in, or expand services on May 18:
 - [Restaurant Guidance](#) **Outdoor Dining Only**

NOTE: A copy of the Governor's recent presentation can be found [here](#).

Link to: [Emergency Order #40:](#)

City Facilities



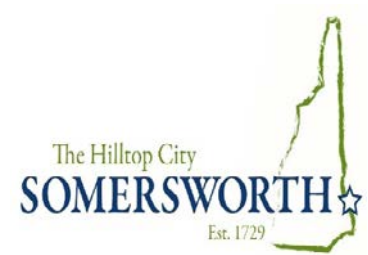
- City Hall, the Library, and Fire Department are closed to the public.
- The Police Department lobby is open but the public is asked to call the PD at 692-3131 before visiting.
- The Department of Public Works is closed to the public but accepting waste oil and bulk items. Call 603-692-4266 ahead of time for instructions.
- Most City Government offices and facilities are staffed during normal business hours and accessible via phone, email, online, the US Postal Service, and the City Hall drive-thru.

Examples of Remote City Business



- On-line payments via the City website.
- Using the City Hall car drive-thru for routine City Clerk-Tax Collector business.
 - Drop off building electrical, plumbing or other code permits.
 - Drop off land use permits, plans & payment.
 - Assessing exemption & Credits.
- Mail in services for motor vehicle registration and water/sewer/tax payments.

City Department Business Numbers



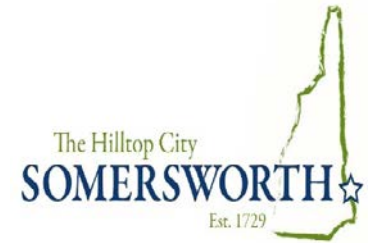
- City Hall: 603-692-4266
- Police Department: 603-692-3131
- Fire Department: 603-692-3457
- Department of Public Works: 603-692-4266
- Call 2-1-1 for any general COVID-19 related inquiries
- **Call 9-1-1 in the event of any type of emergency**

SAU-56 School District



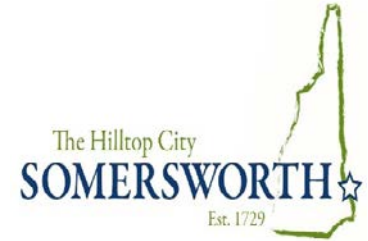
- Public Schools are closed to students for the rest of the current school year.
- Free breakfast and lunch meals are available to ALL students in all grade levels regardless of whether or not they qualify for free or reduced meals. Pickup is from 9:00 – 9:30 at the following locations:
 - S1: Market Basket Parking lot @ 60 Tri-City Rd.
 - S2: The Pines - 30 Noble St.
 - S3: First Parish Church - 176 West High Street.
 - S4: The Works - 23 Works Way.
 - S5: Lucky's Supermarket - 1 Somersworth Road.
 - S6: Jules Bisson Park - 40 River Street.

Housing Authority



- Senior Citizens are at greater risk during the COVID-19 Emergency – please be extra careful.
- Office is closed to visitors. Staff is maintaining regular business hours. Please call 603-692-2864 as needed and use the after-hours drop box for payments and paperwork.
- Maintenance work orders are limited to emergencies
- The gym is closed to all users as well as Filion Senior Center (except the laundry room for Filion tenants).

Help Our Local Food Pantries



- Food Pantries are working very hard to support those in need.
- The Pantries are in need of hygiene items and children's snacks.
- Examples of hygiene items include: tooth paste, tooth brushes, **toilet paper**, bar soap, hand and body soap, shampoo, laundry detergent, dish soap, and Diapers (NB-5).
- Examples of children's snacks include: individually wrapped granola bars, peanut butter & crackers, and various crackers / cookies.

If You Need Help or Can Make a Donation



- Community Food Pantry:
 - 176 W High St, Somersworth, NH 03878
 - 207-475-4518 (Pat Vachon - Director)
 - (603) 692-2907
- We Care Food Pantry:
 - 370 White Mountain HW, Milton, NH 03851
 - (603) 923-9456 (Betty Eaton - Director)
- Hours and Business practices have changed during the Emergency. Please call ahead to check hours of operation and procedures, or call the director to make special arrangements for drop off or pick-up.

Resources to Support Children & Families

- There is a **new resource guide** with practical tips and a listing of resources on how we can all support children and families during the COVID-19 Emergency:
<https://www.dhhs.nh.gov/dcyf/documents/family-wellbeing-during-covid-19.pdf>
- The **Family Support Warm Line** is a no-cost, confidential phone support line focused on promoting family resiliency. Residents can call **1-800-640-6486** and speak with family support professionals and parent partners for help with managing family challenges, coping strategies, or emotional support during the COVID-19 Emergency. This resource is available Monday through Friday, 8:30 a.m. to 4:30 p.m.

Resources to Support Children & Families

- If you suspect child abuse or neglect, call the DCYF Central Intake line at **(603) 271-6562** or toll-free (in state) at **(800) 894-5533**.
- New Hampshire Children's Trust:
<https://www.nhchildrenstrust.org/>.
- Coalition Against Domestic and Sexual Violence (1-866-644-3574).
- Uncertain what to do? Call NH **2-1-1**.

AG Warns Against Benefit Scams

- The Internal Revenue Service recently released guidance informing the public that most people do not need to take any action in order to receive stimulus payments.
- Government agencies are NOT sending out emails asking for personal information in order to receive funds or other pandemic relief opportunities.
- Do not provide personal information over the telephone or via email by entities claiming to provide COVID-19 unemployment benefits.
- New Hampshire Employment Security will NEVER send you a TEXT asking for information.

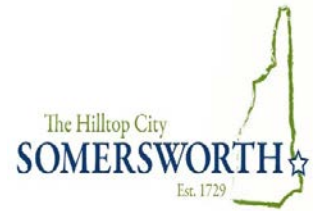
AG Warns Against Benefit Scams

- NH Employment Security will NEVER ask for your CREDIT CARD information.
- When in doubt HANG UP and call the Unemployment Assistance Hotline at **603-271-7700**.
- New Hampshire Employment Security does NOT partner with any outside organizations in the processing or payment of unemployment benefits.
- Filing for Unemployment Benefits is FREE.
- Contact the AG's office to report a scam. Phone: 1-888-468-4454. Email: DOJ-CPB@doj.nh.gov . Web site: www.doj.nh.gov/consumer/complaints/ .

AG Warns Against Other Scams

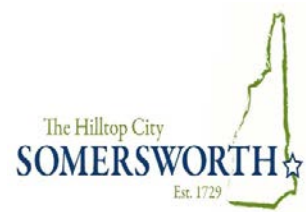
- Scammers are taking advantage of fears related to the COVID-19 Emergency by selling bogus “treatment” and “prevention” products, establishing fake charities, and sending seemingly legitimate emails with malicious links or attachments.
- If the appeal for donations claims to be from a charity, make sure that it is registered with the NH Attorney General’s Charitable Trusts Unit at: <https://www.doj.nh.gov/charitable-trusts/>
- There currently are no prescription or over-the-counter pills, vaccines, oils, lotions, or other products available to treat or cure COVID-19. Always check with your health care provider before buying such products.
- For up-to-date information about the COVID-19 outbreak in New Hampshire visit: nh.gov/covid19
- To report a charitable giving scam, contact the NH Attorney General’s Charitable Trusts Unit at 603-271-3591.

Feeling Stressed or In Crisis?



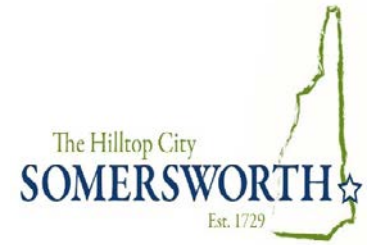
- Free Behavioral Health Assistance is Only a Phone Call Away
- Help (day or night) can be reached by Calling:
 - Local Crisis Line: 603-448-4400
 - Suicide Hotline: 1-800-273-8255
 - New Hampshire Call Center: 2-1-1
- For additional information please visit:
<https://headrest.org/>

Dangers of Cleaning Products



- Routine cleaning of surfaces limits the spread of COVID-19.
- However, do not mix cleaning products thinking that you need to increase strength or potency.
- Mixing common household cleaners can create deadly gases or cause a fire.
- Flushing wipes – even those labeled “flushable”, or paper towels and similar products down toilets will clog sewers and cause backups and overflows at the City’s Wastewater Treatment Facility and sewer pump stations, creating an additional public health risk.

Help Yourself – Think Like a 1st Responder



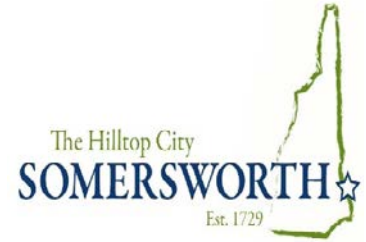
- **Stay home and practice social distancing:** Stressful and frustrating but an essential action to keep everyone safe.
- **Call 911 for emergencies only:** Don't hesitate to call for real emergencies like medical emergencies, household accidents, and especially fires. Do not call the Fire Department business line to report a fire – Call 911.
- **Announce a diagnosis or symptoms:** If calling 911, alert the call-taker to anyone in your household that has been diagnosed with COVID-19 or has experienced any symptoms, such as cough or fever. 1st Responders will be there to help but need to take precautions to ensure they can keep doing their job throughout this pandemic. Please be patient and answer all 911 call-taker questions.

Help Yourself – Think Like a 1st Responder



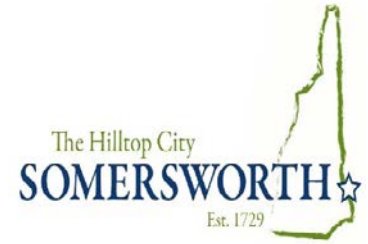
- **List needed medications:** Keep a handy list of all medications being taken by each member of your household, along with a medical history. Do it now. COVID-19 precautions prevent relatives and friends from riding in the ambulance or entering the hospital.
- **Have a go-bag.** Collect a few things a loved one might need if they must go to the hospital. A phone charger, eyeglasses, wallet, ID and insurance card(s) are great things to include.

Help Yourself – Think Like a 1st Responder



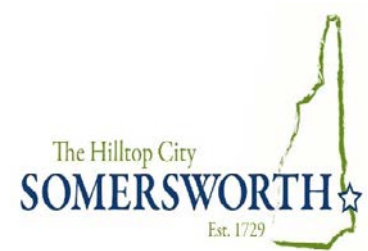
- **Increase safety in your residence:**
 - Check / Install Smoke/CO Alarms – change the batteries if not already done.
 - Keep doors to sleeping areas closed at night.
 - Plan for two ways out of each sleeping area.

Help Yourself – Think Like a 1st Responder



- **Increase safety in your residence:**
 - Plan your escape route - learn how to open windows.
 - Test all closed doors for heat before opening them. If you feel heat, don't open the door – use your second escape route. If the door is not hot, open it slowly but be prepared to close it again if you see flames or heavy smoke.

Help Yourself – Think Like a 1st Responder



- **Increase safety in your residence:**
 - Smoke and heat rise in a fire – stay low when escaping.
 - Get out and stay out. Call 911 outside using a cell phone or from a neighbor's residence.
 - Choose a safe meeting place. This is where everyone meets in the event of a fire so you know if anyone is missing. Never go back inside. Tell the firefighters if a family member is missing.
 - Safely practice your fire escape plan.

Spring Rain and Wind



- Monitor local conditions, particularly in areas that have flooded before
- Turn around, don't drown. Do not drive through floodwaters on roadways.
- Adjust speeds for road conditions – hydroplaning and loss of control can occur with very little water on the roadway. Check the tread on your tires.
- Use extra caution when driving with high wind, especially if operating a high profile vehicle.

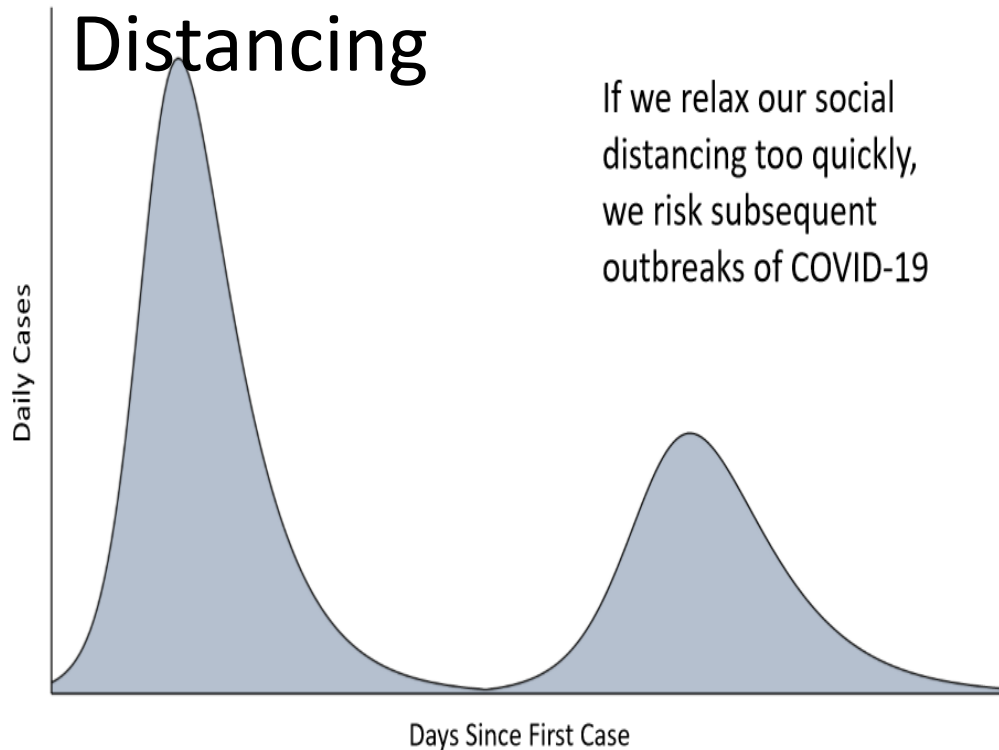
Spring Rain and Wind



- Secure outdoor objects.
- Check on the welfare of elderly or handicapped relatives or neighbors.
- Know what to do and have the things you need to stay safe
- Go to ReadyNH.gov (<https://www.readynh.gov/>) to learn more.
- Call 9-1-1 if an emergency occurs not the Fire Dept business line.

Help Avoid the Bump in the Curve

Don't Relax Social Distancing



Parks are Open – Stay Healthy & Safe



Outdoor activities situated in recreational or natural settings that occur individually or in small **groups of 10 or less**, may resume while using universal guidelines

Universal Guidelines – Healthy & Safe



Wash your hands with soap regularly.



Practice social distancing, groups of 10 or less.



Avoid touching your face, eyes and nose.



Keep a safety buffer of 6 feet apart.

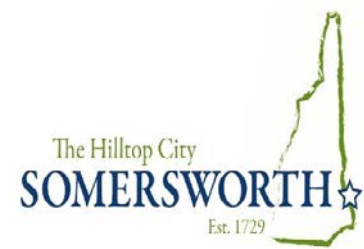


Wear a mask when shopping in grocery stores, retail places, or in public spaces.



Stay at home when you can. Staying at home now, means we can all come together later.

Stay Informed



The COVID-19 National Emergency continues to evolve and recommendations from public health officials may change as new information becomes available. Please check the following websites for updated information:

- U.S. CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>
- NH DPHS website: <https://www.nh.gov/covid19/>