



OCTOBER 2020

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### In one word, what does trailblazing mean to you?

pioneer creativetransparent badass encewow fierce courageous breaking adventure breakthrough original





# From the desk of JoAnn Ryan

#### Angel Tag

I hope that you have received at one time or another an Angel Tag to watch over you. The concept originated from Erma Bombeck's book *If I Had My Life To Live Over*. Here are a few suggestions that just may ring a bell:

"I would have invited friends over to dinner (don't we wish) even if the carpet was stained and the sofa faded."

"I would have eaten the popcorn in the GOOD living room and worried much less about the dirt when someone wanted to light a fire in the fireplace."

"I would have burned the pink candle sculpted like a rose before it melted in storage."

"I would have cried and laughed less while watching television and more while watching life."

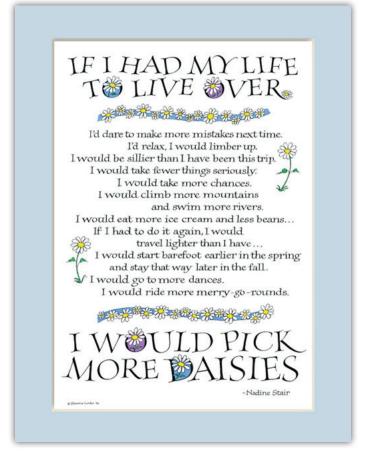
"I would have gone to bed when I was sick instead of pretending the earth would go into a holding pattern if I wasn't there for the day."

"I would never have bought anything just because it was practical, wouldn't show soil or was guaranteed to last a lifetime."

"There would have been more "I love you's" and more "I'm sorry's" but mostly, given another shot at life, I would seize every minute..."

Since we are living and working is a very different world of COVID 19, so many are waiting for things to improve so we can go about our lives and business in a new fashion but hopefully with angels keeping an eye on things.

We know there are many angels among us as first responders, nurses, doctors, teachers, volunteers, non profit agencies and just wonderful citizens who think of others in need.



At the Chamber, we were fortunate to hold our 120th Annual Meeting Virtually on Friday, September 25th. We honored new members of the Board of Directors, retiring Board members, the current Board Members and our Hall of Fame honorees, John Seagrave and Tim Pusch. So many angels among us!

On Friday, October 2nd from 9am to 12noon, we welcomed the Trailblazers, the WOW Forum Advisory Committee and the outstanding speakers who shared their talents and inspired us with their accomplishments. You can watch this from a link on our website.

There is no doubt we all need an angel tag to watch over us during these precarious times but there are opportunities for us to work together for a better tomorrow.

JoAnn Ryan is President & CEO of the NW CT Chamber of Commerce. You can reach her by email: <a href="mailto:joann@nwctchamberofcommerce.org">joann@nwctchamberofcommerce.org</a> or phone: 860-482-6586

### Upcoming

### **CHAMBER ZOOM EVENTS**

October 1st – Membership Services – 8am

October 2nd – WOW! Forum – 9am – 12noon

October 6th – Small Business Advisory Council – 8am

Steve Glick, Steve Riggs - Flashpoint

products for small businesses (Insurance)

October 8th – Government Relations – 8am –

Steve McAllister

October 8th – Leads III – 9am

October 9th - Manufacturer's Coalition - 8am

October 9th – Webinar -COVID-19 Myths & Reality –

S2Resilence Group 9:00am

October 12th - Leads I - Noon

October 12th - Columbus Day - Chamber Closed

October 14th - Leads II - 8am

October 14th - WOW Advisory 8:30am

October 15th – Restaurant & Retail Peer Group – Kickoff! – Betty Paynter 8am

October 15th - Executive Committee - 3pm

October 21st - Health Council - 8am

October 21st - Chamber Day in the U.S. - Surprise

October 22nd - Chamber Board of Directors - 8am

October 23rd – Mental Health in the Workplace – Prime Time & Chamber – 8am

October 26th - Leads I - Noon

October 27th – Business with Breakfast – Sponsor: Torrington Savings Bank – 8am

October 28th – Leads II – 8am

October 29th – Webinar – Succession Planning – 11am – Carmody & Torrance





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### **CORPORATE PARTNERS**

## THE THREE BANK SUBSIDIARIES OF CONNECTICUT MUTUAL HOLDING COMPANY TO COMBINE CHARTERS

Winsted, Litchfield, and Canton, Connecticut.

The three bank subsidiaries of Connecticut Mutual Holding Company ("CMHC"), Northwest Community Bank, Litchfield Bancorp, and Collinsville Bank, have filed applications with the Federal Deposit Insurance Corporation and the Connecticut Department of Banking to combine the charters of the three banks into a single bank charter. The resulting bank will continue to be a wholly-owned subsidiary of CMHC and will continue to operate all of the offices of each of the three banks. The resulting bank will retain all of the employees

of each of the three banks and preserve the community bank culture that has been the foundation of each of the banks.

The three banks have been operating under the

common ownership of CMHC for more than a decade and have already combined many back-office functions. However, the combination of the charters will generate significant savings, improve efficiency, and add greater convenience for customers. The combined bank will offer more advancement opportunities for employees as well as resources and support to the communities currently served by each of the banks.

In connection with this transaction, CMHC and the banks plan to create and fund a charitable foundation, which will support charitable activities and organizations throughout the combined service area.

The proposal has been approved by the boards of directors of each of the three banks as well as CMHC as the shareholder of the banks. CMHC's resulting bank will retain the name of Northwest Community Bank, however, each of the existing branches of Collinsville Bank and Litchfield Bancorp will continue to operate under their current brand names.

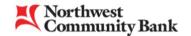
The resulting bank will have total assets of nearly \$1 billion dollars and will be well-capitalized and better

positioned to more competitively deliver an expansive array of products and services throughout a growing branch network in Hartford and Litchfield Counties. "Collinsville Bank, Litchfield Bancorp and Northwest Community Bank have very deep and longstanding community roots dating back 150+ years. We will maintain and preserve that commitment to community with all branches remaining open and brands staying intact while providing our customers with expanded products and services. Our most prized asset, our employees, will all remain in place and will be afforded increased employment opportunities. This combination is a natural progression of our alliance and will allow us to remain pillars of the community for generations to come" said Stephen Reilly, President and CEO of CMHC and Northwest Community Bank.

### **Connecticut Mutual Holding Company**

CollinsvilleBank





Stephen Reilly will continue to serve as President and Chief Executive Officer of both CMHC and the resulting bank. The board of directors of the resulting bank will include a combination of directors from Northwest Community Bank, Litchfield Bancorp and Collinsville Bank.

It is anticipated that the proposed transaction will be consummated in January 2021 subject to approval by the Federal Deposit Insurance Corporation and the Connecticut Department of Banking.

More about Connecticut Mutual Holding Company Established in 2001, CMHC serves as the registered bank holding company for its three whollyowned bank subsidiaries; Litchfield Bancorp, Northwest Community Bank, and Collinsville Bank. CMHC operates as a mutual holding company, and its commitment to mutuality enables it to focus on providing long term benefits to its employees and the customers and communities it serves.

#### **CORPORATE PARTNERS**



Dear Supporter,

Hartford HealthCare and Charlotte Hungerford Hospital (CHH) are nearing completion of the construction of their new, state-of-the-art healthcare center, Hartford HealthCare HealthCenter at Winsted, located at the corner of Route 8 and 44 in Winsted. The project experienced some delays due to unexpected site challenges and the advent of COVID-19 but is now scheduled to open the lower and main floors including the Emergency Department on January 18th, 2021, with upper floor medical provider offices the following week.

Although, the January opening is months longer than originally planned, the project is now moving deliberately, and we have greater visibility on the steps to completion. While sooner is better than later for establishing expanded health services, we must remain mindful that this investment is not about the next 30 days, but the next 30 years. In this sense, our patience in getting this project done right is worth the wait.

As a reminder, the nearly 30,000 square foot building will become the new home of the hospital's Hungerford Emergency Medical Center; these services are currently available at the Winsted Health Center. The HHC Primary Care offices of Drs. Roy Hitt, Andaleeb Shariff, and Stephanie Morton will move to the new location and occupy the upper level. When fully operational, the center will feature a 12 hour, 9am-9pm, Emergency Department as well as, diagnostic imaging, mammography, outpatient blood draw, primary and specialty care, cardiac, and pulmonary rehabilitation, occupational and physical therapy, and regional paramedic services. Newly added services will include a CT scanner and additional provider offices. The property will also have a LIFE STAR helicopter landing pad.

The proximity of the new Hartford HealthCare HealthCenter at Winsted building to the new Northwestern Connecticut Community College Health and Science Center presents many collaborative opportunities between CHH and healthcare profession programs at the college. CHH has had a longstanding commitment to providing medical services to the greater Winsted area, the second-largest community in its service area. When complete, the facility would be the latest addition to Hartford HealthCare's growing number of outpatient locations across the state and throughout the Northwest region.

We are very excited to add this wonderful new facility to our healthcare footprint and provide our colleagues in Winsted with new tools and resources to serve our patients. This is an important commitment to those we serve and a critical healthcare investment in our region. It's all part of our goal to help promote and expand medical care, service access, patient experience, and advanced technology at Charlotte Hungerford Hospital and our affiliated service providers.

Sincerely,

Daniel J. McIntyre President, Charlotte Hungerford Hospital Senior Vice President, Hartford HealthCare

#### CORPORATE PARTNERS



#### HHC NEUROLOGY IN TORRINGTON MOVES TO NEW NEARBY LOCATION

TORRINGTON, Conn. - The Hartford HealthCare Ayer Neuroscience Institute at Charlotte Hungerford Hospital (CHH) has moved to a new location at the Hungerford Center, Suite 3, 780 Litchfield Street, Torrington, CT.

The new location is just up the hill and still on the Hospital Campus. The practice has greatly increased access to neurology services and is now staffed by Neurologists Dr. Hugh Cahill, Dr. Lucas Meira-Benchaya, Dr. Sarah Meira-Benchaya and Dr. Nabi Chowdury and Physician Assistant Sabra Becker. Dr. Chowdhury is also accepting patients one day a week at the new CHH Specialty Care office located at 76 Watertown Road, Thomaston.

Hartford HealthCare Ayer Neuroscience Institute at Charlotte Hungerford Hospital offers neurological evaluations, diagnosis and treatment of diseases and disorders of the brain, spinal cord and nervous system. Our neurologists employ sophisticated technology, to diagnose and treat conditions such as Movement Disorders, Headache, Stroke, Multiple Sclerosis, Epilepsy, Peripheral Neuropathy and others.

The field of Neuroscience — the study of the nervous system and its structure — is growing. Not only is neuroscience concerned with the normal functioning of the nervous system, but also what happens to the nervous system when people have neurological, psychiatric and neurodevelopmental disorders. Throughout Hartford HealthCare, the Ayer Neuroscience Institute has several programs including Epilepsy, Stroke, Movement Disorders, Hearing and Balance, Memory Care, Neuro-Oncology, Headache, Sleep Disorders, Spine, Neurosurgery, Pain Management and Neuromuscular Disorders. Learn more at: hartfordhealthcare.org/neuro.

The Hartford HealthCare Ayer Neuroscience Institute in Torrington is currently accepting new patients Monday through Friday, 8 am through 4 pm, and accepts most major insurances. For questions or to schedule an appointment, contact 860-626-8232.

Visit www.charlottehungerford.org for information.

Tim LeBouthillier
Director of Communications and Community Development
Charlotte Hungerford Hospital
Hartford HeathCare, Northwest Region
Planning & Marketing
540 Litchfield Street, Torrington, CT, 06790
P: 860.496.6544

F: 860.496.6477

E: Tim.LeBouthillier@hhchealth.org

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and Torrington Downtown Partners
United Construction & Engineering, Inc.

Valerie Manor Webster Bank



#### **FUELCELL ENERGY IS HIRING!**

Visit our website at <a href="www.fuelcellenergy.com">www.fuelcellenergy.com</a>
Click: About Us then Careers to view current job openings in Torrington

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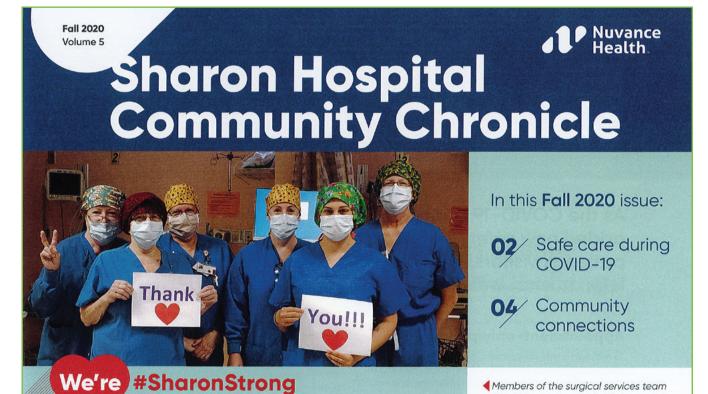
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### Corporate PARTNERS



Protecting your health beyond the pandemic

As we navigate a new way of life and learn to coexist with COVID-19 in our environment, one thing remains the same: Safe and high-quality care is our top priority, now and always. Our doors are open, and we're ready to care for you-whether for routine laboratory testing, emergency care or elective procedures.

Do not delay necessary care or put your health on hold due to fears about COVID-19.

In these pages, we discuss our appointment-only policy for all services and new screening procedures for patients, visitors and staff. We introduce the newest member of our cardiology team, veteran physician Daniel O'Dea, MD, and highlight how to schedule a self-collected COVID-19 test at one of our medical practice offices.

At Sharon Hospital and Nuvance Health, our COVID-19 response efforts are ongoing to shape a safer tomorrow with renewed attention to how you experience care in our facilities. On the ground, our teams of clinical and support services staff are prepared to guide you through these changes so you feel confident during your next visit.

Each day, we work to protect your health far beyond the pandemic. Rest assured, you can expect the same safe and high-quality care from us as we work together to keep our communities healthy.

Thank you for your continued support as we look to the future with optimism. Please reach out to us with comments or questions at sharonhospital@nuvancehealth.org.

Sincerely,

President

Sharon Hospital

RM,CA1

**Richard Cantele** 

Chairman

Sharon Hospital Board of Directors

Sharon Hospital is now part of

◀ Members of the surgical services team thank the community for their support.



#### Chamber Member

### IN THE SPOTLIGHT

#### **Prime Time House**

Our collective mental health is suffering due to grief and anxiety over the pandemic, record breaking unemployment rates, and distressing scenes of social injustice and unrest in our communities. We are forced to deal with these unprecedented events at a time when our daily routines and support systems are disrupted from quarantining and social isolation.

In fact, a recent study by the CDC reported "considerably adverse mental health conditions associated with COVID-19" with 40.9% of respondents reporting an adverse mental or behavioral health condition, including symptoms of anxiety disorder or depressive disorder, trauma related symptoms, new or increased substance abuse, or thoughts of suicide.

Individuals such as our Prime Time House members, who already struggled with mental illness before the pandemic, are now facing even greater challenges. When our doors

were closed, all staff continued to stay in regular contact with members to maintain the same supportive family community we built over the last 30 years. We offered a sense of routine by hosting meetings for Clubhouse members to gather together, virtually, on a daily basis. We continued to help members find and maintain employment. Thanks to generous support of our community, we delivered meals, food, and personal care products to those with the most critical needs.

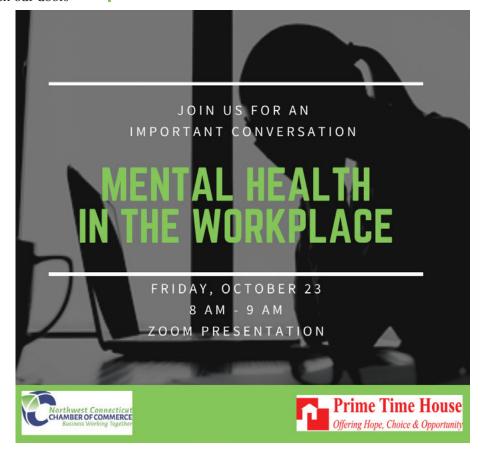
In addition to supporting members during these unprecedented times, we want to take time during "Emotional Wellness Month" to have important conversations about mental health. This discussion is critical to raising awareness and reducing stigma within our community. Please join us for two upcoming events.

On October 23rd, Sandra Reese, an expert with 20 years of experience in supported employment, will facilitate a seminar to

educate Chamber members on recognizing mental health problems and how to create a mental health-friendly work environment. With 28 million workers in the US experiencing a mental or substance use disorder this is critical and timely information for all employers.

The second event will be an online screening of the film BEDLAM, followed by a panel discussion featuring Kenneth Paul Rosenberg, a psychiatrist, filmmaker, and a brother of a person with schizophrenia. Through intimate stores of patients, families, and medical providers, BEDLAM is a feature-length documentary that immerses us in the national crisis surrounding care of the seriously mentally ill. Filmed over five years, it brings us inside one of America's busiest psychiatric emergency rooms, into jails where psychiatric patients are warehoused, and to the homes - and homeless encampments - of mentally ill members of our communities, where silence and shame often compound personal suffering. The film will be available online October 24-25, with the panel discussion on October 26th from 7-8 PM.

For more information about these events, please visit <a href="https://www.primetimehouse.org">www.primetimehouse.org</a>, or email <a href="mailto:ctellier@primetimehouse.org">ctellier@primetimehouse.org</a>.



### CJR FARM MARKET TO OPEN WEEKENDS IN OCTOBER

The Connecticut Junior Republic (CJR) Farm Market opened on Saturday, October 3, for the autumn season. The Market will be open from 10:00 AM to 5:00 PM the first three weekends in October, including Columbus Day.

Fresh produce will include a variety of crops grown on the CJR Farm, including chrysanthemums, gourds, edible and decorative autumn squashes, traditional and specialty varieties of pumpkins, and potatoes. Hay bales, cornstalks, and fresh eggs, along with maple syrup from sap harvested from over 800 CJR trees, will round out the offerings from the CJR Farm.

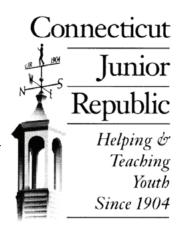


A variety of baked goods prepared by the culinary arts class, including breads, cookies and brownies, as well as the CJR chefs' apple and pumpkin pies, will be sold at the market along with other items from CJR's vocational classes, such as Adirondack chairs, corn hole games and pumpkin sculptures. Visitors will enjoy complimentary hot apple cider and the satisfaction of knowing that all Farm Market sales support the Junior Republic's vocational education programs.

Founded in 1904, the Connecticut Junior Republic (CJR) provides care, treatment, education and family support for vulnerable at-risk, special needs and troubled young people so they may become productive and fulfilled members of their homes, schools and communities. Today, the organization's combined programs serve

approximately 1,400 boys and girls annually at 11 sites throughout Connecticut.

CJR conducts three residential programs for young men on its Litchfield campus, and provides longer term care for boys at its Group Home in Winchester and REGIONS Program in Waterbury. Education programs are provided



for boys from communities throughout Connecticut at CJR's Cable Academic and Vocational Education Center (CAVEC), which is based on its Litchfield campus and for young men in the REGIONS Residential Program. Education services for girls are provided at CAVEC's Bristol campus.

A broad spectrum of prevention, early intervention, family support, substance abuse treatment, and intensive homebased therapy and aftercare programs are provided for boys and girls through CJR's community locations in Danbury, East Hartford, Meriden, New Britain, New London, Torrington and Waterbury. Behavioral and mental health services are provided in most of these locations, as well as on CJR's Litchfield Campus, and by special arrangement at The Gilbert School in Winsted and Northwestern Regional School District Number 7, serving Barkhamsted, Colebrook, New Hartford and Norfolk.

A private charitable organization, the Connecticut Junior Republic is accredited by the Council on Accreditation (COA) and the New England Association of Schools and Colleges (NEASC). CJR is supported by gifts from individuals, businesses, foundations and organizations, and through service contracts funded by the Judicial Branch Court Support Services Division (JBCSSD), the Connecticut Department of Children and Families (DCF), the Connecticut Department of Social Services (DSS), by Connecticut's public schools, and through other income earned for services provided.

For further information, please contact Hedy Barton, Director of Development and Public Relations (860) 567-9423, extension 252; or by email: <a href="mailto:hbarton@cjryouth.org">hbarton@cjryouth.org</a>.

### Litchfield Community Center

STEM LEGO \*\*POSTPONED\*\* New Dates: Tuesdays November 3 – December 8 , 2020: A fun, challenged based curriculum using Legos focusing on basic physics principles, brick modeling, and creative problem solving. Best for 5-10 years old. Cost is \$100 for all 6 classes and runs from 3:45 to 5:15pm. Snack & Drink provided. \*Parents are responsible for Drop-off & Pickup of child at LCC \* Proper COVID guidelines will be followed. Preregistration and pre-payment is required by calling The Litchfield Community Center at 860-567-8302 or visit www.thecommunitycenter.org

#### **FAMILY DINNER & GAME NIGHT**

A shared meal is a great meal at The Litchfield Community Center on Friday September 30, 2020. Enjoy Bill's Mobile Pizza oven under our outdoor tent and games on the lawn from 5:30pm to 7:00pm. FREE, donations welcome! Next Date: Friday October 21, 2020: Menu: TBD. Pre-registration is required for food by calling The Litchfield Community Center at 860-567-8302 or visit www.thecommunitycenter.org

#### PLEIN AIR PAINTING WORKSHOP

Instructor: Souby Boski returns to The Litchfield Community Center on Friday October 2, 2020 for Plein Air Painting Workshop. Working from nature, students will stretch their imagination while strengthening skills in order to paint the landscape. This workshop will deal with painting the landscape as a means of expression. We'll look closely, paint loosely and discuss freely aspects of the landscape. Class is from10:00am to 1:00pm and cost \$100.00. See website for list of suggested materials. Pre-registration and pre-payment is required is required by calling The Litchfield Community Center at 860-567-8302 or visit <a href="https://www.thecommunitycenter.org">www.thecommunitycenter.org</a>

### HEALTHY LIVING FOR YOUR BRAIN AND BODY: TIPS FROM THE LATEST RESEARCH

Join us on Thursday Oct. 2, 2020 at 1:00pm for a free VIRTUAL PROGRAM to learn about the latest research coming straight out of this year's AAIC (Alzheimer's Association International Conference) providing insights into how to make lifestyle choices that may help keep your

brain and body healthy as you age. Also discuss hands-on tools to help you incorporate these recommendations into a plan for healthy aging.

Presented by Jennifer Labrie, Northwest Regional Coordinator for Alzheimer's Association CT Chapter along with Kristen Cusato, Director of Communications and Research Champion for the Alzheimer's Association, CT Chapter. Registration is required by using the following link: <a href="https://www.communityresourcefinder.org/ResourceView/Index?id=1963826&profileDefinitionId=93">https://www.communityresourcefinder.org/ResourceView/Index?id=1963826&profileDefinitionId=93</a>

### JEFFREY ENGEL VIRTUAL MUSIC LECTURE "AIDA"

Jeffrey Engel will conduct a VIRTUAL music lecture of "Aida" on Wednesday October 14, 2020 at 1:00pm. Giuseppi Verdi has been called "The Colossus of Italy and an "Olympian figure in Italian opera." "Aida" is a relatively late work. It is full of lyrical and dramatic arias, duets and stirring ensemble numbers. Mr. Engel will detail the story of "Aida's" creation and play recorded excerpts. The cost is \$10.00 pp. Pre-registration and pre-payment is required for ZOOM link to virtual lecture. Visit The Litchfield Community Center to register and pay online.

### MEDICARE 2021 INFORMATIONAL PRESENTATION - MEDICARE 2021

Steve Ardussi, a licensed health insurance broker will be at The Litchfield Community Center with the new Medicare 2020 program. Medicare is poorly understood and puzzling to many seniors! The basics of Medicare will be explained, you will learn and understand the different Medicare plan choices and hear about Aetna's new Advantage plans for 2021.

Additional dates:

October 15, Thursday, at 10am October 30, Friday at 10am November 11, Wednesday at 2pm

Mr. Ardussi is approved to sell Medicare plans offered by all the major carriers in Connecticut, will make the presentations. He has been helping clients for more than 10 years understand their Medicare options and enroll in

### Litchfield Community Center

the plan that best suits their needs. Seating is limited and all the requirements of social distancing will be observed. If you prefer not to attend a presentation, please leave your name and phone number and Mr. Ardussi will contact you to answer your Medicare questions and provide any other assistance you may need to select your Medicare plan for 2021. Pre-registration encouraged by calling The Litchfield Community Center at 860-567-8302 or visit www.thecommunitycenter.org

#### FRIDAY LUNCH & MUSIC OCTOBERFEST!

Enjoy brats, kraut, potatoes and polka's at The Litchfield Community Center on Friday October 16, 2020 from 12:00pm – 2:00pm for our Oktoberfest Friday Lunch & Music! Music by Lew & the Good Time Band. Cost is \$8.00pp and pre-registration and pre-payment is required by calling The Litchfield Community Center at 860-567-8302 or visit <a href="www.thecommunitycenter.org">www.thecommunitycenter.org</a>. Music made possible by the NW CT Community Foundation Litchfield Community Center Music Fund.

#### MASK MAKING CLASS FOR KIDS

Tyler Green returns to The Litchfield Community Center on Friday October 23, 2020 for his popular Mask Making Class for Kids (Best for 8+ years old) Make a Zombie themed mask! Just in time for Halloween! Parents can stay to help kids, or just leave them. The class runs from 4:00pm to 5:30pm and cost \$40.00pp. Pre-registration and pre-payment is required by calling The Litchfield Community Center at 860-567-8302 or visit www.thecommunitycenter.org

Instructor Tyler Green is one of the most inspiring, innovative and outside-of-box thinkers you'll ever meet. With an intuitive and innovative approach to the creative process, he uses his artistic ability and skills to work within a variety of industries requiring his expertise in SFX makeup and education. Tyler is an educator. He teaches students of all ages in his studio located in Winsted, CT. He travels all around the country training the next generation of makeup artist. Tyler has been featured on: SyFy's Face Off, The Today Show, Meredith Vieira, NBC CT, CT Style, FOX NEWS, The Amber Green Show.

Below is a list of our ongoing classes:

Mondays only: YOGA FOR FITNESS & MINDFULNESS

9:00 a.m. - 10:00 am / \$15.00 / instructor: Wendy Larsen. Please bring your own mat.

Mondays: STITCH & CHAT

Open to all who love to knit, crochet, cross stitch, sew, embroider, etc. Bring your own project & share some time with others.

Time: 10:30 a.m. – 1:00 p.m. ~ FREE

Mondays: (starting 9/14/20) **POUND**Join local Instructor Julie for a rockout workout using Ripstix®, lightly weighted drumsticks engineered specifically for exercising. Time: 6:00pm – 7:00pm / \$5.00 per class. For more information about the class and the instructor, contact <a href="https://www.personaltrainingwithjulie.">https://www.personaltrainingwithjulie.</a>

com/

Tuesdays: SILVER SNEAKERS FLEXWALKING FORWARD Start with a stretch, walk 30 minutes, finish with Balance and Bend! Time: 8:30am – 9:30am. Cost: Bring your Member ID Card. Questions? Visit silversneakers.com or call 1-888-423-4632

Tuesdays: PILOBOLUS: CONNECTING WITH BALANCE Connecting with Balance is a series of 1 hour workshops tailored to helping seniors reconnect with their bodies and environment. This class is open to all levels of ability – even to those who remain seated throughout. Time: 9:30am – 10:30am. Cost: \$5.00 per class.

Wednesdays: TAI CHI with Marie

Gentle Tai Chi with focus on flexibility, relaxation & balance – all ages welcome.

10:30 a.m. – 11:15 a.m. / Free. No experience necessary, dress in comfortable clothes.

Thursdays only: TABLE TENNIS

Come play in a great social environment and meet other enthusiasts.

10:45 a.m. FREE and open to the public. Bring your own equipment.

Tuesdays and Thursdays: **SCULPT AND TONE** A strength training class that includes stretching, abdominal work & muscle isolation for an awesome full body workout. Instructor: Dean Roberts. 7:00p.m. – 8:00 p.m. / \$8.00 per class. Bring your own hand weights, mat or towel.

### Wednesday (1st & 3rd Wednesdays of each month): **QUILTS THAT CARE**

Quilts that Care is a dynamic group of volunteers that make and donate handmade quilts to cancer patients. You don't have to be a quilter to join us. For more info, please call Deb Van Steenberg at 860-782-1043 or email at quiltsthatcare.deb@gmail.com

Please go to <u>www.thecommunitycenter.org</u> for more information and a complete calendar of events and to register for any of our programs.

Email us at <u>info@thecommunitycenter.org</u> or call us at 860-567-8302 to register or for more information.

NOTE: All programs will take place under our huge tent in the parking lot. Your safety is our main concert so we will be following proper guidelines. If it rains, all programs will be cancelled.

# NORTHWESTERN CONNECTICUT COMMUNITY COLLEGE: THE NEW NORMAL

Welcome to a new season and what a lot of us are calling a new normal.

Our Fall 2020 semester looks like no other in the enduring history of Northwestern, but students have adapted to online learning well and are prepared, as

usual, to do what it takes to obtain an education.

Ranked Sixth In Nation: Still Number One in State



OCTOBER 2020

I am happy to announce that our level of service and commitment to our students has ranked Northwestern the sixth best community college in the nation and - for the fifth year in a row - the number one community college in the state by the financial services website WalletHub. We are proud of this distinction and I am thankful for the committed team of staff and faculty who have kept us on track during this past year. Read more

I am also grateful to the businesses and community members who have supported our efforts, and most importantly, our students. Many of you have provided us with generous support through our Foundation and Student Emergency Fund, and many of you as well, have provided internships and career challenges for our students and graduates. It is the community in community college that is a reminder of how our local higher education resource can benefit all of us.

I am looking forward to highlighting our students and their achievements within the community in future editions of this newsletter. In this issue, I invite you to learn more about just one of our exceptional students, as well as our latest programs to benefit individuals, business and industry, and some exciting events open to community attendance.



I hope you all continue to stay safe and stay healthy.

Michael A. Rooke, Ph.D. President

### NCCC RANKED NATION'S SIXTH BEST COMMUNITY COLLEGE

WINSTED -Northwestern Connecticut Community College (NCCC) has been ranked the sixth best community college in



the nation by the financial services website, WalletHub, according to a statement. And for the fifth consecutive year, NCCC is rated number one in the state.

The recently released 2020 report by WalletHub evaluated more than 650 colleges across 18 key indicators for cost and quality, officials said. Findings are based on the three most important financial indicators: cost and financing; educational outcomes; and career outcomes, according to the statement.

"I'd like to congratulate the staff and faculty at Northwestern who have worked so hard to maintain an ongoing level of quality for our students," said NCCC President, Dr. Michael Rooke. "We are all very proud of the work we do at Northwestern to provide the most affordable and economically feasible option for the northwest corner."

Attendance at a Connecticut community college became a lot more affordable for many students attending this fall who were able to take advantage of PACT (Pledge to Advance CT), the state's free community college incentive, NCCC officials said.

"Our full-time student enrollment numbers are up 20 percent over the previous year," Rooke said. "The pandemic has created many financial challenges for parents and students. At this time especially, community college makes sense to so many who are looking for a high-quality education at an affordable price."

In addition to NCCC's top ratings, Connecticut as a whole ranked fifth in the country as having the best community college system, according to the statement.

"These rankings provide great evidence to everyone who lives here of the amazing community colleges that can be found in our state," Rooke said.

## JOHN T. AND JANE A. WIEDERHOLD FOUNDATION AWARDS GRANT TO NCCC STUDENT TAYLOR YOUNG

WINSTED, CT – September 24, 2020 - The John T. and Jane A. Wiederhold Foundation, a supporting organization of Northwest Connecticut Community Foundation, has announced it has offered a scholarship to Northwestern Connecticut Community College student Taylor Young, covering courses for the 2020-2021 academic year. Taylor Young is enrolled in NCCC's Veterinary Technology Program.

Taylor Young, is a resident of Riverton, CT and a graduate of Northwestern Regional High School who has been attending Northwestern Connecticut Community College since 2016. Taylor traces her love for animals to childhood visits to Mystic Aquarium, where she currently volunteers her time. She currently holds a GPA of 3.6, and her instructors at Northwestern have cited her work ethic and eagerness to learn as evidence of her dedication to the study of diseases, injuries, and treatment of animals. Beyond Northwestern Connecticut Community College, Taylor plans to continue down her path in pursuit of additional education and a career in the veterinary field, which will hopefully lead to a successful and rewarding future.

The John T. and Jane A. Wiederhold Foundation was established in 1998 through a gift from John T. and Jane A. Wiederhold. The Foundation is committed to bettering the lives of domesticated and undomesticated animals, including supporting the efforts of animal rescue and land conservation organizations and advances in veterinary medicine. The John T. and Jane A. Wiederhold Foundation became a supporting organization of the Northwest Connecticut Community Foundation in 2012.

The Northwest Connecticut Community Foundation has awarded more than \$180,000 in scholarships and awards to local students for the 2020-2021 academic year. Scholarships and awards are made possible by Northwest Connecticut Community Foundation Funds, established by generous individuals and families. Founded in 1969, the mission of Northwest Connecticut Community Foundation is: "To enrich the quality of life for residents of our 20-town service area in Connecticut's Northwest Corner through the generosity of fundholders. We seek to enrich the quality of life for residents of Northwest Connecticut by inspiring local philanthropy, convening stakeholders in community welfare, strengthening the regional nonprofits network and fostering collaborative funding partnerships."

### NORTHWESTERN CONNECTICUT COMMUNITY COLLEGE'S NURSING PROGRAM.

In her spare time, she has helped people who are facing health problems to understand what their doctors are telling them and what their medical test results mean in order to facilitate better communication between the patient and their doctor. This scholarship honors her service to the college and community and will provide part-time pre-nursing



students with funds to help cover educational costs.

Donations to the Alison Jassen Pre-Nursing Scholarship can be sent to the College Business Office in care of Kim Dragan, Director of Finance, at Northwestern Connecticut Community College.

### NARCAN ADMINISTRATION VIRTUAL TRAINING

WINSTED, CT – September 18, 2020 Northwestern Connecticut Community
College (NCCC) in collaboration with the
McCall Center for Behavioral Health and funding from
the Connecticut Healthy Campus Initiative – Campus
Opioid Education and Awareness Program, will be offering
FREE life-saving Naloxone (Narcan) training for people 18
years of age or older who live in Litchfield County and/or
is a student at NCCC.

When administered correctly, the nasal spray Narcan restores breathing that has been dangerously slowed by an overdose of heroin or prescription painkillers. Narcan can work within a minute or two, giving emergency responders time to get the person to a hospital.

Residents who participate in the free trainings learn how to administer Narcan. Residents who do not have health insurance, will receive a free Narcan kit. Residents who have health insurance will be instructed on how to obtain a kit at a participating pharmacy through their health insurance.

The Support And Resource Team and the Campus Assessment, Response & Evaluation (SART/CARE) team is sponsoring this virtual Narcan Training.

Please register ASAP – training is limited to 20 participants!!! Registration link will be emailed to you the day before the training. TO REGISTER PLEASE USE EVENBRITE LINK BELOW:

October 6th- Click Here: October 6th, 2020 12pm October 22nd- Click Here: October 22nd, 5pm

For more information, please contact Dr. Ruth E Gonzalez, NCCC's Director of Student Development at 860.738.6315 or <a href="mailto:rgonzalez@nwcc.edu">rgonzalez@nwcc.edu</a>

### NCCC OFFERS BUSINESS CLASSES TO HELP NAVIGATE THE NEW NORMAL

Winsted – Northwestern Connecticut Community College announces the addition of many new classes aimed at helping business and industry navigate the new workplace environment created by COVID-19.

With the pandemic presenting numerous challenges for today's workforce, supervisors and employees have realized that how they previously did business may not be the same. The New Normal poses many questions for businesses including:

How do you motivate virtual workers and also address the emotional needs of essential workers?

How do you increase employee confidence and skills for conducting presentations when dealing with a host of new virtual platforms?

How do you lead in uncertain times?

All classes are available through the NCCC Workforce Development and Continuing Education office and will be conducted online with short-term and flexible scheduling.

"Northwestern is on the frontline of what we are calling new normal business training," said Jane Williams, NCCC's Workforce Development Director. "We are prepared to address the needs of businesses with motivational, interactive, and practical on-line training."



Course titles being offered include: A (WhatsApp) to Z (Zoom) Virtual Presentation Skills; Everyday Leadership during Pandemic Culture; The Upward Mobility & Supervisory Skills Toolkit; Emotional Intelligence on the "Corona Coaster"; and many more.

For a complete listing, go to The New Normal on the NCCC Business and Industry website at <a href="www.nwcc.edu/continuing-education/business-industry-services">www.nwcc.edu/continuing-education/business-industry-services</a>.

"We are hoping the business and industry sectors will take advantage of these online courses, which will help maximize their downtime, furloughs, and tele-work production," said Williams. "We are also happy to customize a program that will meet the exact needs of the company," she added.

For more information or to talk about a customized program that exactly meets your company's needs, email Jane Williams at <a href="mailto:jwilliams@nwcc.edu">jwilliams@nwcc.edu</a> or Gary Carra at <a href="mailto:gcarra@asnuntuck.edu">gcarra@asnuntuck.edu</a>.

#### VISITING NURSE & HOSPICE OF LITCHFIELD COUNTY







Dear Friends and Valued Colleagues,

I am pleased to inform you that three well-respected local health agencies have joined forces to continue providing local, quality home care and hospice services in the communities of Litchfield County. In January 2020, VNA Northwest in Bantam merged with Foothills Visiting Nurse & Home Care in Winsted. On August 30th, they were joined by Salisbury VNA to form a new agency, Visiting Nurse & Hospice of Litchfield County.

The newly combined agency offers the resources, staff and skill of all three entities as they continue providing comprehensive home health care and hospice services to all the towns in Litchfield County. I have served as Executive Director of Foothills VNA and will now lead the combined agency.

The existing offices and staff in Salisbury, Bantam and Winsted will continue to provide care in their respective area communities, while the Winsted office will also serve as our headquarters. Patients in all the Litchfield County towns can rely on the familiarity and consistency they value.

All three agencies have been caring for the residents of northwest Connecticut independently for a century or more. As community-based organizations, our missions and philosophies are the same and there has been increasing overlap in our service areas. Working together as Visiting Nurse & Hospice of Litchfield County, we will be able to maintain our goals of providing the local, personalized services our patients, families, and friends expect.

Visiting Nurse & Hospice of Litchfield County's primary services include: skilled home health care, hospice and home assistance programs. We intend to perpetuate the ideals that have made our individual agencies such vital contributors to our communities. People come first and we are not working together so much to change, but rather to sustain and extend the level of care with our combined talent and resources.

I am confident that the new collaboration will be a substantial benefit to the residents of Litchfield County, and we all look forward to the opportunities ahead.

Sincerely,

Michael Caselas Executive Director Visiting Nurse & Hospice of Litchfield County 860-379-8561

#### VISITING NURSE & HOSPICE OF LITCHFIELD COUNTY







### PROVIDING THE BEST HOME HEALTH CARE, HOSPICE AND PREVENTIVE CARE SERVICES TO THE RESIDENTS OF LITCHFIELD COUNTY

32 Union Street Winsted, CT 06098 P: 860-379-8561

607 Bantam Rd Bantam-, CT 06750 P: 860-567- 6000 30A Salmon Kill Rd Salisbury, CT P: 860-435-0816

F: (860) 738-7479

#### **CONTACTS:**

Michael Caselas, Executive Director Email: mcaselas@foothillsvna.org

**Eileen Rydel**, Hospice Director Email: <a href="mailto:erydel@foothillsvna.org">erydel@foothillsvna.org</a>

Martha Babbitt, Volunteer/Bereavement Coordinator

Email: mbabbitt@foothillsvna.org

Karen Janelle, RN, Clinical Nurse Coordinator (Intake)

Email: kjanelle@foothillsvna.org

Phone: 860-379-8561

Home Assistance Program - Private Duty Home Care

Meghan Plouffe, Director, SVNA Home Assistance

Email: mplouffe@salisburyvna.org

860-435-1266

**Northwest Registry Private Duty** 

Phone: 860-567-2476 - Fax: 860-567-5797

**Susan Leopard**, VP of Sales & Marketing

Email: sleopard@foothillsvna.org

Cell # 860-801-0057

Joanna Geiger, Marketing Manager Email: <u>jgeiger@salisburyvna.org</u>

Phone: 860-435-0816

**Ann Marie Garrison**, V.P. of Clinical Operations

Email: agarrison@foothillsvna.org

**Lisa Cook**, Clinical Manager

Bantam Branch

Email: <a href="mailto:lcook@foothillsvna.org">lcook@foothillsvna.org</a>

Nancy Deming, Clinical Manager

Salisbury Branch

Email: ndeming@Salisburyvna.org

Map of Litchfield County



### Why the CHAMBER?

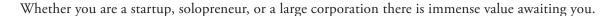
Happy Mon-yay!!!

Let's get this party started – shall we! Today I want to talk about belonging to your local Chamber of Commerce and why it's so damn important.

First, let me be clear – my local chamber isn't paying me to plug them, although I'm sure JoAnn is smiling as she reads this! I'm a HUGE fan. I mean – HUGE fan of the NW CT Chamber of Commerce. I've been a member forever and that membership was and is instrumental to my company's success.

First, if you don't know what a Chamber does – here is the overarching mission of most:

The purpose of the Chamber is to help local businesses not only survive – but thrive. They are there to help you with resources and act as a fabulous networking hub for their members.



#### HOW TO GET THE BEST BANG FOR YOUR BUCK:

- 1. Get involved. The ONLY way you will get value from the Chamber is to show up and get involved. Your name in the directory isn't going to benefit you until people can put a face to a name. TIP: join the membership committee you'll meet all the new folks!
- 2. Give to Get. The folks who get the most out of their Chamber membership understand they need to give their time and expertise in order to get that in return!
- 3. Give feedback. If there is something you would love to have the Chamber help you with tell them! They are not mind readers.
- 4. Attend their events. Every Chamber has some type of business after hours or networking events. Go to them. Sure, COVID has put a kink in this right now but soon enough you'll be back sipping wine and eating cheese with your Chamber cohorts. Connect. Meet. Network.
- 5. Don't just start selling! Don't be that person who says Hey, I'm Cindy, buy from me. Date people a bit, don't go in for the marriage proposal on the first meeting!

I've met some of my best customers and friends via my Chamber memberships over the years. For the amount of money you pay, the ROI is priceless.

Give them a call – now more than ever, they need you!!!

Cindy Donaldson
Buzz Creator and CEO
Red Barn Consulting LLC
cindy@redbarnconsultingllc.com



### Round of Applause to ...



#### News and **NOTES**

### FINALLY CT WILL OPEN UP TO PHASE 3: WHAT DOES THIS MEAN EXACTLY?

Governor Ned Lamont has announced details for his plans to move Connecticut into Phase 3 of the state's reopening amid the ongoing COVID-19 pandemic. The plan, which is targeted to take effect on Thursday, October 8, 2020, will ease some of the restrictions that were put into place on businesses and gatherings, while ensuring that the state continues taking a safe approach to limit spread of the virus.

#### Business changes in Phase 3 will include:

- Increase from 50 percent to 75 percent capacity indoors subject to COVID-19 safety requirements for restaurants, personal services, hair salons, barber shops, and libraries;
- Outdoor event venues (e.g. amphitheaters, racetracks, etc.) will increase from 25 percent to 50 percent capacity with masks and social distancing requirements;
- Indoor performing arts venues will be able to open at 50 percent capacity with masks and social distancing requirements; and
- Bars and nightclubs will continue to remain closed.

In addition, Phase 3 also includes the following changes to the sizes of gatherings:

#### Private Gatherings - Social and Recreational

Occurs at commercial establishment / places of business: Indoor: 50% capacity, capped at 100 people (Currently 25) Outdoor: Capped at 150 people (Currently 100) Occurs at private residence, indoor and outdoor: capped at 25 people-no change

#### Graduations

Indoor: 50% capacity, capped at 200, Masks/social distancing (*Currently not allowed*)

Outdoor: 50% capacity of 6-foot spacing, no cap, Masks/social distancing (*Currently One-time exemption capped at 150*)

#### Religious

Indoor:: 50% capacity, capped at 200, Masks/social distancing (*Currently 25% capacity, capped at 100 people*)
Outdoor: 50% capacity and 6-foot spacing, no cap, masks/social distancing (*Currently capped at 150 people*)



www.litchfieldsaltwatergrille.org

#### LITCHFIELD SALTWATER GRILLE

Litchfield Saltwater Grille has concluded a successful meals delivery program that benefited local residents in need and those who were unable to leave their homes due to the COVID-19 pandemic.

Owners Andy Stowers and his wife, Brook Noel, started a GoFundThem effort in April that raised enough money for 1,025 meals to be delivered through early September. For every \$10 donated, the restaurant was able to prepare a meal that included salad, an entrée and dessert.

"We were able to supply meals to everyone who needed them" Stowers said noting some individuals donated up to \$500 and Possum Queen Foundation kicked in \$1,000. "It went beyond what we thought was possible".

The program allowed Stowers and Noel to maintain their kitchen staff during the bleak period from April to late June, when the restaurant finally was allowed to reopen.

John Roller, chef/owner at Crystal Peak banquet hall in Torrington, donated enough food to provide 300 entrees.



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In an effort to stop the spread of COVID-19

New Opportunities, Inc. will be scheduling PHONE appointments for Energy Assistance.

#### APPLY FROM THE COMFORTS OF YOUR OWN HOME!

- · No need to come in
- No long waits
- · No need to look for parking
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For more information visit our website or like us on Facebook

www.newoppinc.org

New Opportunities Inc.



#### PREPARATE ANTES DE QUE ENTRE EL INVI-ERNO!

LLAME para programar su cita de ASISTENCIA DE EN-ERGIA.



En un esfuerzo por detener la propagacion de COVID-19 New Opportunities, Inc programara citas por TELEFONO para recibir asistencia energia.

#### APPLICAR DESDE LA COMODIDAD DE SU HOGAR!

- No es necesario entrar
- Sin largas esperas
- No es necesario buscar estacionamiento
- Multiples opciones disponibles para enviar documentos



#### LLAME A LA LINEA DE CITAS AL:

860-496-0622

Para mas informacion visite nuestro sitio web o como nosotros

www.newoppinc.org





#### Under Governor Lamont's Latest Executive Order, Travelers from "Hot Spot" States Exempt from Self-Quarantine if they Meet Certain Testing Requirements

Under prior Executive Orders, travelers arriving in Connecticut from "hot spot" states are required to self-quarantine for a period of 14 days from the time of last contact with the hot spot state.

Under newly-issued Executive Order No. 9B, an affected traveler is exempt from the self-quarantine requirement if he or she has had (i) a test for COVID-19 in the 72 hours prior to arrival in Connecticut, (ii) the result of such COVID-19 test is negative, and (iii) the affected traveler submits written proof of the negative test result to the Commissioner of Public Health or his or her designee. These changes take effect after Friday, 9/18 12:01 a.m. This will be welcome news for Connecticut employers who have been grappling with issues (including FFCRA issues) that arise when employees are required to self-quarantine following travel to many popular domestic travel destinations. Please see Executive Order 9B for more information.

# DOL Issues Revised FFCRA Regulations in Response to New York Federal Court's Decision

The U.S. Department of Labor (DOL) issued revised regulations under the Families First Coronavirus Response Act (FFCRA) that will take effect on September 16, 2020. These regulations were revised in response to a federal court's decision on August 3, 2020 that invalidated various DOL regulations interpreting the FFCRA.

### DOL Reaffirms the Work Availability Requirement

The DOL reaffirmed its position that leave under the Emergency Paid Sick Leave Act (EPSLA) and the

Emergency Family and Medical Leave Expansion Act (EFMLEA) may be taken only if the employer actually has work available from which an employee can take leave. In other words, the qualifying FFCRA reason must be the "but-for," or sole reason that the employee is not working. The regulations logically explain that if there is no work for an employee to perform due to the worksite being closed (temporarily or permanently) or because the employee has been furloughed, then the employee is not entitled to paid leave under FFCRA because the qualifying reason could not be the "but-for" cause of the employee's inability to work. That being said, the DOL emphasized that its interpretation does not permit an employer to avoid granting FFCRA leave by simply by claiming it lacks work for that employee. And remember that FFCRA contains an anti-discrimination/antiretaliation provision!

#### **Health Care Provider Exclusion is Narrowed**

Employers may elect to exclude certain "health care providers" from leave benefits under the FFCRA. The original regulation, which the federal court found invalid, defined health care providers broadly as anyone employed at any doctor's office, hospital, health care center, clinic, medical school and more.

The DOL has now revised the definition of "health care provider" to specifically include two categories. The first category is anyone who is a licensed doctor of medicine, nurse practitioner, or other health care provider permitted to issue a certification for purposes of the FMLA.

The second category includes individuals who provide "diagnostic services, preventive services, treatment services, or other services that are integrated with and necessary to the provision of patient care." This category includes nurses, nurse assistants, and medical technicians. It also includes employees who directly assist or are supervised by a direct provider of diagnostic, preventive, treatment, or other patient care services and/or those who are otherwise integrated into and necessary to the provision those services.

The DOL has narrowed the original definition by making it clear that a person is not a health care provider merely because his or her employer provides health care services.

Continued on page 24

In other words, employers may not, for example, exempt building maintenance staff, human resources personnel, IT professionals, records managers, billers and food services workers as health care providers, even if they work at a health care facility.

#### **Changes to Intermittent Leave Requirements**

Pursuant to the original regulations, intermittent leave under FFCRA was permitted in limited circumstances and subject to employer consent. The regulations continue to provide that an employee who is teleworking may take intermittent leave for any of the qualifying reasons as long as the employer consents. With respect to the employees who report to an employer worksite, however, the employee may only take intermittent leave when the employee satisfies the childcare qualifying reason and obtains employer consent. There is one key exception. The DOL has stated that where an employee's child is attending a hybrid school schedule and is required to learn remotely on alternating days, each of those days (or half days), is considered a separate period of closure for which an employee is not actually seeking intermittent leave. In other words, where an employee's child is attending in-person classes on Mondays, Wednesdays and Fridays, but learning remotely on Tuesdays and Thursdays, the employee does not need employer consent to take leave for Tuesday and Thursday because those days are each considered separate closures. Practically speaking then, employer consent is only necessary when the employee seeks to take leave for a portion of the time that the school is "closed" or the childcare unavailable.

### **Documentation and Timing Requirements for Notice of Leave**

The revised regulations now require that the documentation necessary to support a leave request under FFCRA must be provided as soon as practicable as opposed to prior to the leave.

As always, if you have any questions, please contact us.

D. Charles Stohler (203) 575-2626; cstohler@carmodylaw.com



#### **Green TEAR Initiative**

Teach, Empower, Advocate, Recover Presents

#### MENTAL WELLNESS FOR ALL: A VIRTUAL WORLD MENTAL HEALTH DAY FORUM

World Mental Health Day is October 10th. This year's theme is "Mental Health for All: Greater Investment – Greater Access." Please join us and our partners in a three-day virtual commemoration beginning October 9, 2020, and ending October 11, 2020.

We are offering a selection of live and pre-recorded webinars on an array of important topics related to mental health – all FREE! We have laid out the agenda so that you may choose to attend one or all webinars, and more will be added soon! Please follow us on Facebook for updates, or email <a href="mailto:jknudson@greentearinitiative.org">jknudson@greentearinitiative.org</a> with any questions.

We hope you enjoy your experience, as well as gain greater awareness and appreciation for the many aspects of life that affect – and are affected by – mental health.

We all have mental health, and we all deserve wellness!

### Food for THOUGHT

#### **ARE YOU A FRED?**

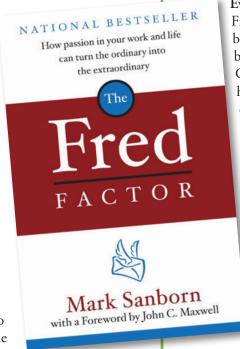
There is no question that our "world of work" has changed drastically in the last five months. While challenging, there are many ingenious, innovative ideas that are circulating that are examples of our resiliency, creativity and commitment. It brings to mind The Fred Factor by Mark Sanborn even in these unusual, unprecedented times. While the author focuses on Fred the Postman, we have seen many efforts that are inspiring.

"I think about the guy who used to deliver my mail. Because if Fred the Postman could bring extraordinary creativity and commitment to

putting mail in a box, I can do as much or more to reinvent my work and rejuvenate my efforts. He is proof that there are no insignificant or ordinary jobs when they're performed by significant or extraordinary people. That's what I call the Fred Factor."

#### The Fred Factor by Mark Sanborn

Everyone probably knows Fred, a mail carrier, or the local, cheerful staff at Dunkin Donuts and The Donut Station who recognize your voice and know your order before you give it, or the first responders who think of your well-being before their own. They go above and beyond at this time like no other. There are some principles learned from Fred that that pertain to our professional and personal lives even during this pandemic.



#### Everyone Makes a Difference -

Fred the Postman understood this completely because each person is representative of their business or company no matter what level. Consider the Chamber volunteers who certainly have stepped up to the plate virtually to keep our peer groups, committees and programs alive.

#### Success is Built on Relationships -

"Fred is proof that in any job or business, relationship building is the most important objective because the quality of the relationship determines the quality of the product or service." Sure enough, we are developing new skills in working with people virtually. Technology is certainly effective and makes it easy to zoom. We are dealing with issues while finding you the guidance and help you need because of the relationship and collaboration of the key players.

### You Must Continually Create Value for Others, and It Doesn't Have to Cost a Penny –

"Replace money with imagination...outthink your competition rather than outspend them...Fred is the kind of employee who will give you a competitive advantage." This describes the Chamber team that goes the extra mile.

#### You Can Reinvent Yourself Regularly -

Fred believes that "no matter what job you hold, what industry you work in, or where you live, every morning you wake up with a clean slate. You can make your business, as well as your life, anything you choose it to be." To all of you who are a "Fred" surviving these challenging times, thank you. To those who are suffering, our thoughts are with you.

Thank you,

go ana

sttitudes of

gratitude

### Food for THOUGHT

#### **GRATITUDE!**

I borrowed some positive thoughts from the book *Attitudes of Gratitude* by M. J. Ryan. Is has been a very hectic Chamber week focusing on the 120th Annual Meeting and the 16th year of the WOW Forum both presented virtually. I hope you will enjoy this article

written on the run before I head to the studio at the Hartford Convention Center for a portion of live presentations of WOW. It seems most appropriate during this challenging period of our lives to express gratitude to all involved. Enjoy my perspective based on the week.

*Greetings* – to you for reading my articles to stay up to date on Chamber news

Good – the amazing WOW Advisory Committee who surprised attendees with gifts before the event by personally delivering them to your offices or homes as well as planning and executing WOW

Glowing – the remarks from the attendees who were completely surprised with our "Gift Bags"

Great – the WOW speakers live or virtual from as far away as Utah and Virginia and Master of Ceremony, Jen Parsons

*Generous* – the outstanding sponsors and partners whose contribution made this possible, especially TD Bank, the Premier Sponsor

*Glitzy-* attendees from home and office who still wore "red" to WOW and looked gorgeous

Genuine – our newest Hall of Fame inductees, John Seagrave and the late Tim Pusch for their unselfish and dedicated efforts for the Chamber, business community and all of you

Grandiose – this idea of rescheduling all of our spring and summer events to virtual experiences may have been a bit ambitious but with the help of our leaders and friends, we are pulling it off

Grace – the expertise we are witnessing from our volunteers and event management company especially when we make a last-minute change

*Genius* – all of you for supporting these initiatives

Gleaming – our faces following two remarkable programs

This is the gift of gratitude: "Gratitude unlocks the fullness of life. It turns what we have into enough, and more. It turns denial into acceptance, chaos into order, confusion to clarity... Gratitude makes sense of our past, brings peace for today, and creates a vision for tomorrow."

Thank you.





### Upcoming

### **CHAMBER ZOOM EVENTS**

October 1st – Membership Services – 8am

October 2nd - WOW! Forum - 9am - 12noon

October 6th - Small Business Advisory Council - 8am

- Steve Glick, Steve Riggs - Flashpoint

products for small businesses (Insurance)

October 8th - Government Relations - 8am -

Steve McAllister

October 8th - Leads III - 9am

October 9th - Manufacturer's Coalition - 8am

October 9th - Webinar -COVID-19 Myths & Reality -

S2Resilence Group 9:00am

October 12th - Leads I - Noon

October 12th - Columbus Day - Chamber Closed

October 14th - Leads II - 8am

October 14th - WOW Advisory 8:30am

October 15th – Restaurant & Retail Peer Group – Kickoff! – Betty Paynter 8am

October 15th - Executive Committee - 3pm

October 21st – Health Council – 8am

October 21st - Chamber Day in the U.S. - Surprise

October 22nd - Chamber Board of Directors - 8am

October 23rd – Mental Health in the Workplace –

Prime Time & Chamber – 8am

October 26th - Leads I - Noon

October 27th – Business with Breakfast – Sponsor: Torrington Savings Bank – 8am

October 28th - Leads II - 8am

October 29th – Webinar – Succession Planning – 11am –

Carmody & Torrance