

I sent in a [lunchbox, hat, backpack, coat, container] and it never came home! Please remember that we have over 100 individuals in our program. CLEARLY LABEL the inside of clothing or outside of other items and they are much less likely to go missing.

The driver was supposed to be here at 8:30 and it's 8:35!

We will do our absolute best to be at your house at the appointed time, but please give us 15 minutes of leeway to account for traffic, or other issues that may cause delays.

What if I have a complaint? Please contact the Program Manager immediately if you have a complaint. Your satisfaction is very important to us and the feedback helps improve our quality of services.



Louis Esposito — Program Director
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Kimberly Rhault — Director of Operations
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Visit us at www.opportunitynetworks.org



Welcome to Opportunity Networks!

A Quick Guide to Operating Procedures
And Frequently Asked Questions



Who should I contact about schedule changes, transportation requests, vacation notification, or to share important medical or other information?

Nashua Office: (603) 889-0796



Heidi Bowman — Program Manager

HBowman@opportunitynetworks.org



Beth Schneider — Program Coordinator

Schneider@opportunitynetworks.org

Amherst Office: (603) 883-4402



Max Morelli — Program Manager

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I sent someone a text and they didn't respond. Did they get my message? It's better to call the office than to rely on texting. If you don't get a response, there is a good chance the message was not received.

What if I need to talk to someone outside program hours (8am—4pm)? Most issues can be handled during program hours. If you feel it can't wait, try calling the Amherst office to see if anyone is available. If not, most Area Agencies have an on-call number.

Do I need to send in a lunch? Bagged lunches are best because we often eat lunch out in the community. We do have microwaves at the office to heat food if necessary. Sending in money to buy lunch once in a while is okay, but we discourage buying fast food frequently.

Should I send in extra clothes? It's good to have spare clothing if you anticipate possible incontinence. Please CLEARLY LABEL clothing tags and we will store them at the office. Also, we do a lot of physical activities, so sneakers are the best bet for footwear.

How will I know if the program is closed on a snow day? We use a "Phone Tree" system. This means that if the decision is made to close, managers will contact staff, and staff will contact you directly. Make sure you notify us if your phone number changes. Unlike schools, we rarely close, so if you don't get a phone call, assume we are open.