



## IMPORTANT REMINDER



PRI is here, ready and willing to give you excellent service. Sometimes when you call, we are on the line with another provider, a state office, or we have simply stepped away from our desk briefly.

To receive a quicker response and service on your important questions, please follow the reminders below:

1. When calling a PRI Staff person's extension or direct line, if they do not answer...Leave a message with your first and last name, and site number. They will call you back.
2. When calling the main office phone number, if someone does not answer...Leave a message with your first and last name, and site number, and the name of the person you would like to speak to. Our front desk staff will transfer that message to the correct person you left a message for. That particular person will call you back.
3. The PRI office is open 100%, though to be in compliance with COVID-19 office staff attendance, some staff have staggered office schedules. All staff, whether in the office or remote can receive and answer calls. However, as mentioned above they could be temporarily tied up, please leave a message.



## 2021 CALENDARS!

We are getting ready to produce PRI's 2021 Business Recordkeeping Calendar!

Despite the challenges of COVID-19, we are still making a way for providers to have a calendar for 2021 to use in their homes!

Please go to our website to learn the details:  
[www.providerresources.org/calendar/2021](http://www.providerresources.org/calendar/2021)

## HOME FOOD REVIEW UPDATES



October 1st is the start of a new contract year with PRI as your CACFP Sponsor. Our food review visits will look differently this year beginning October 1, 2020 and until further notice.

PRI is following visiting guidelines set by federal and state agencies.

Below are a few important reminders to make sure that your virtual food review visits go well this year:

1. If you are open but will be away from your program during a meal service time, or if close your childcare program for any reason, whether it is just one day or a longer timeframe, you must call and let us know that you will be away at meal service or have a closure before it takes place. The number is: 781-939-9292, if you call after hours, press #3 and leave a message. This is one of your contract requirements.
2. Since we can not visit your program in person, this year we will be trying to conduct visits using Zoom. It is important for us to try to see the children. However, there are times that you may receive a phone call first or just an actual phone visit.
3. The monitor conducting your "Virtual Visit" may not be your regular monitor, so the phone number may not be familiar to you. If you do not answer, they will leave a message so please listen to your messages and call them back on the same day.
4. You still have the responsibility to maintain your daily menu's prior to meal service and meal count attendance by the close of each business day. This is one of your contract requirements.

**We thank all of our PRI providers for continued patience as we move forward and try to adapt to the new way of performing our daily tasks due to COVID-19 restrictions and changes.**



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