

Granite State Health Care Coalition

General Membership Meeting

November 4, 2026

agenda

NH Fire Academy Auditorium

98 Smokey Bear Blvd, Concord, NH

GSHCC Welcome, Introductions, and Update and Update from NH DHHS, DPH, EPRR

8:30-9:00am

Scott Nichols, GSHCC Senior Director

Stephanie Locke, Chief, NH DHHS, DPH, Bureau of Emergency Preparedness, Response, and Recovery (EPRR)

- Overview of current GSHCC initiatives and activities.
- EPRR project and activity updates.

Plenary 1- Before the Emergency: A Communications Drill for Cross Sector Response Partners

9:00-11:00am

Michael Cinquino, MFA, Founder, Communication Dynamics Lab

After-action-report consistently name communication as an area for improvement but rarely name how to fix it in a comprehensive way. This session is not a talk about communication. It is a drill. You will spend the session learning a communication method that you may not be familiar with. The material used will be from a partner from a discipline that is not your own.

You will be instructed on what happens to a person under pressure, and why the range in which you can take in new information narrows exactly when you need it most. We take an analytical look at the coalition: a dozen disciplines each holding something unique from the others, where only what is shared is usable once an incident starts. In rounds, we practice content against meaning. *New behaviors are not created through new insights. They are created through new experiences.*

Break

11:00-11:20am

Plenary 2- When The Building Burns: Lessons in Crisis Leadership and Recovery

11:20am-12:20pm

Dr. Cynthia Whitaker, President & CEO, Greater Nashua Mental Health Center

In February 2026, a fire destroyed one of Greater Nashua Mental Health's clinical buildings – displacing staff, disrupting services for individuals and families, and requiring real-time decisions with no playbook. This session offers a candid, practical walkthrough of that experience: what we wish we'd had in place beforehand, what mattered most in the first hours and weeks, and what recovery has looked like months later. Along the way, we'll cover workforce wellness, facilities strategy, and rebuilding community trust. Operational and leadership lessons will be shared with the goal of translating our experience into what's useful for any continuity planning.

Closing Remarks and Adjourn

12:20-12:30pm

GSHCC Team

Final remarks will be offered by the GSHCC team. Participants will be asked to complete a brief meeting evaluation survey.

