



Dear Board and Staff:

**Below are our 3/17 COVID-19 UPDATES include as follows:**

**Closed Buildings:**

- Chestnut Street is already closed to visitors and clients
- Canal Street is closed to visitors and clients as of today

**Key Directives:**

- Please do not come in with fever, cough, shortness of breath. Continue to self-observe and follow CDC guidelines, such as practicing social distancing
- All meetings that were planned to be onsite should now be remote (Zoom, skype or Conference)
- We are no longer accepting in-office visitors

**Vulnerable Clients:**

- Leadership are working on plans to ensure our vulnerable clients have essentials such as food and medication

**Group Homes:**

- **Our group homes** are a priority.
  - **Social Distancing:** we are working to have the smallest possible programs:
    1. *First, we/our vendors are asking workers who are familiar with any clients and are able to have any clients temporarily stay with a worker in their home would be helpful, as we work to establish social distancing in group home.*
    2. *We/our vendors may also ask families to take their family member home from the group homes*
    3. *Identify staff who can help in group homes or as Enhanced Family Care (EFC)*

**Remote Work**

- IT is leading the charge on increasing remote access, including ZOOM and Skype (remote meeting services) and AllWorx licenses (our remote phone system application)
- Triaging:
  1. Employees with chronic health issue – hopefully ready to go remote 3/16 or 3/17
  2. Workers with child daycare issues due to school closures.
  3. Staff with medical conditions which make them vulnerable to virus
  4. People 65+
  5. Workers who are home care providers - with day program closures for their individuals and no backup
  6. Finally, program leaders have plans on moving more staff remote and these will be vetted and rolled out
- We are getting from DHHS is a level of flexibility to deliver services remotely
- Alvirne Adult Day Program is closed and we hope to deploy a few staff
- Gateways Autism Center is closing; we are providing limited services moving forward



- Early Supports Services is working on alternative delivery models at this time and we awaiting Bureau of Developmental Services guidance

Again, I appreciate all the staff flexibility and understanding during this difficult time.

Sincerely,

*Sandra Pelletier*

President/CEO  
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