



The Arc

Monroe

New York

March 11, 2020

Furthering Opportunities for Independence

Dear Family Members and Other Potential Visitors,

We know some of you may be concerned about the spread of COVID-19 (the new coronavirus) being reported in the media and how it may impact us here at the Arc of Monroe. Ensuring residents are cared for in a safe and healthy environment is our greatest concern. Currently, we don't have any confirmed cases at the Chapter. The Centers for Disease Control and Prevention (CDC) have recommended a variety of steps that we are implementing to help reduce the transmission of communicable diseases in our programs. However, we need your help towards this goal.

In order to ensure that the people we support and our dedicated workforce remain safe and protected from exposure, the Office for People with Developmental Disabilities (OPWDD) is requiring providers to conduct high level pre-screening on all visitors to our programs at this time. The screening consists of three questions that all visitors will be required to answer in advance or at the time of any visit to our programs. They include:

1. Have you traveled to a country within the last 14 days for which the CDC has issued a Level 2 or 3 travel designation?;
2. To your knowledge, have you had contact with any Persons Under Investigation (PUIs) for COVID-19 within the last 14 days, OR with anyone known to have COVID-19?; and
3. Do you have any symptoms of a respiratory infection (e.g., cough, sore throat, fever, or shortness of breath)?

If you answer "yes" to any of these questions, we ask that you contact the agency to discuss visitation options so that the people we serve and the workforce that serves them can remain safe from harm. We also ask that you refrain from showing up for visits unannounced until further notice. We are asking that visits be coordinated with your primary contact at the organization. If you show up unannounced, please expect that agency staff will be asking you these same questions. Depending on the answers, they may inform you that your visit will need to be rescheduled.

We ask for your cooperation and understanding as we implement this new screening process. We also want to thank you for understanding the changing environment to this evolving situation.

Please do not hesitate to reach out should you have any questions.

Sincerely,

Barbara S. Wale
President / CEO