



Meeting Life's Challenges

300 Washington Avenue Extension
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March 5, 2020



Dear Service Recipient or Family Member:

There has been a tremendous amount of news coverage regarding the COVID-19 (novel Coronavirus-SARS-CoV-2). We assure you that we are aware of the concerns in the community, the individuals we serve, their family members, as well as the professional staff providing support. Living Resources is taking universal precautions aimed first at prevention and secondarily, containment of any infectious disease. Efforts such as this letter to family members and ongoing training and conversations with the individuals we support and our staff members serve as a first line of defense against any infectious disease.

We are monitoring this fluid situation and following guidance from the U.S. Centers for Disease Control (CDC), the New York State Department of Health (NYSDOH), and the Office for People with Developmental Disabilities (OPWDD).

Based upon recent reports, COVID-19 is not actively circulating in upstate New York State at this time. If we become aware that a supported individual, family or staff member is diagnosed with COVID-19, we will respond appropriately. If an individual or staff member shows respiratory symptoms, we will follow our current practices for handling respiratory illnesses, subject to any additional guidance forthcoming.

Living Resources provides training and follows infectious disease protocols to prevent the spread of infectious diseases. These protocols include good hygiene, cleaning and disinfecting, as well as use of infectious disease control barriers. There are some steps that we can all take to minimize the spread of all respiratory illnesses, including COVID-19, according to the Department of Health:

- **Wash your hands often with soap and water for at least 20 seconds.** If soap and water are not available, use an alcohol-based hand sanitizer. Heavily soiled hands should be washed.
- **Avoid touching your eyes, nose, and mouth with unwashed hands.**
- **Avoid close contact with people who are sick.**
- **Stay home when you are sick, this includes attendance at our programs.**
- **Cover your cough or sneeze with a tissue, then throw the tissue in the trash.**
- **Clean and disinfect frequently touched objects and surfaces.**

If you or a family member begin showing symptoms of a respiratory disease and suspect it may be COVID-19, contact your healthcare provider. Before going to your healthcare provider's office, inform them that a case of COVID-19 is suspected, and follow their advice. We remind you again that you should stay home if you are experiencing symptoms of respiratory disease or flu.

We will continue to share information as it becomes available. Please know that, as always, the health and safety of our individuals, families, and staff is our highest priority, and we will remain vigilant in our efforts to help prevent the spread of this and any illness. We gratefully appreciate your support in helping to prevent the spread of any illness.

Sincerely,

A handwritten signature in cursive script that reads "Fredrick W. Erlich".

Fredrick W. Erlich
Chief Executive Officer

ADDITIONAL RESOURCES

If you have questions or concerns about travel and/or Coronavirus symptoms, New York has established a **Novel Coronavirus Hotline 1-888-364-3065**, which can provide additional information.

If you or a family member begin showing symptoms of a respiratory disease and suspect it may be COVID-19, contact your healthcare provider. Before going to your healthcare provider's office, inform them that a case of COVID-19 is suspected, and follow their advice.

Families are also encouraged to follow the CDC's information for travel, available at <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>.



For more information, consider consulting these additional resources:

- Novel Coronavirus (COVID-19) - <https://www.health.ny.gov/diseases/communicable/coronavirus/>
- Travel: Frequently Asked Questions and Answers - <https://www.cdc.gov/coronavirus/2019-ncov/travelers/faqs.html>
- COVID-19: What is Stigma and What Causes It? - https://www.cdc.gov/coronavirus/2019-ncov/faq.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fstigma-faq.html
- Prevention, Treatment of Coronavirus Disease 2019 (COVID-19) - <https://www.cdc.gov/coronavirus/2019-ncov/about/prevention-treatment.html>
- Coronavirus Disease 2019 (Covid-19) - <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- NYS Department of Health - <https://www.health.ny.gov/>

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- **Avoid close contact with people who are sick.**
- **Stay home when you are sick.**
- **Cover your cough or sneeze with a tissue, then throw the tissue in the trash.**
- **Clean and disinfect frequently touched objects and surfaces.**