

# LIVING RESOURCES

*Meeting Life's Challenges*

300 Washington Avenue Extension  
Albany, NY 12203-7303  
518/218-0000

April 8, 2020

Dear Service Recipient or Family Member:

We are deeply appreciative of your efforts and understanding during this national health crisis. Together we are all working to safeguard you, your family member, and our staff's health. Your cooperation is vital at reducing the impact of COVID-19 through the use of social distancing.

You are our highest priority and nothing is more important to us than the health and safety of those we serve, our staff, and the community. Each day we continue to assess the situation and modify our procedures and protocols based upon the latest information and developments.

To date, as an organization, we have taken the following actions:

- a) We have closed our day programs, and asked our staff to continue to engage with those we serve through telephonic or internet based services;
- b) We have closed our college programs and have established online learning courses and activities;
- c) A no visitor policy was instituted at our residential homes and offices;
- d) Home visits and community activities have been halted at our residential sites;
- e) Quarantine protocols have been created to respond to any potential outbreak;
- f) Staff are being monitored and updated health information is required daily; and
- g) Pursuant to NYS protocols, we have decreased office staffing and instituted and supported remote work protocols.

All of these actions were taken in response to this ever evolving, fast-moving health crisis. We are grateful for your support in this most difficult time. Please remember that if you have concerns surrounding Coronavirus symptoms, New York has established a Novel Coronavirus Hotline at 1-888-364-3065.

We will continue to keep you updated as new developments occur. Thank you again for doing your part!

Sincerely,

*Fredrick W. Erlich*

Fredrick W. Erlich  
Chief Executive Officer

