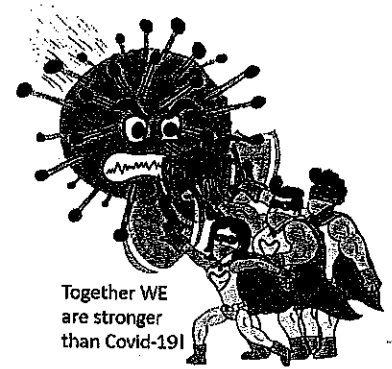


May 21, 2020



Dear Residential Recipient or Family Member:

Since early March, when the first Coronavirus cases appeared in New York State, Living Resources has continually made decisions and created new protocols/ procedures to ensure the health and safety of all those that reside within our residences. These protocols/ procedures are all based on the guidance we received from local, state, and federal government oversight agencies. The guidance provides very little discretion for agencies. Where we've had discretion, we've based our decisions on the "best practices" contained in the guidance for protecting individuals living in residences from contracting the virus.

To protect your family members, we put in place the following:

- closed our doors to all visitors, including family members;
- require those that reside in our homes to remain at home;
- require staff to wear masks while in the home and complete a symptom check that includes temperature screenings at the start of each shift, as well as having a team of system screeners call each staff working on all shifts 24/7;
- enrolled all our staff in UCM Telehealth Service, without any cost to them, to ensure access to a medical practitioner at any time for them or their families;
- created limited staffing patterns to ensure the health and safety of each home;
- utilize outside staff to grocery shop for each home in order to limit in-home staff contact with the public;
- continually purchase required personal protective equipment at a current cost of over \$70,000, and we provide weekly PPE equipment drop offs at each home.

These decisions were not easy to make and as a family member they were difficult to hear. I promise you that all of these decisions were all made with the utmost care and regard for you and your family. The decisions and protocols we implemented are working. We have limited the exposure in our residences resulting in very few individuals testing positive, but most importantly, all have recovered. Living Resources has also had some staff members test positive for the Coronavirus. Most have recovered and have returned to work with the approval of the Department of Health. At this point in time, we are fortunate that these cases have not been widespread.


Additionally, while the New York Pause expired last week, this expiration was not an indication that Living Resources residential locations will return to pre-COVID practices at that time. **It is vital that Living Resources reopen intelligently to ensure the health and safety of all.** OPWDD is still requiring our homes to remain closed to visitors. However, we have discretion to begin having community outings on a limited basis. For each residence, we will develop a plan to safely incorporate limited community outings, contacts, and/or outdoor activities. These plans will be completed by the end of May. The process of opening our homes completely will be based upon safety protocols consistent with state and regulatory agency guidelines. This process may take a couple of months, we will continue to keep you updated.

To say the pandemic turned our lives upside down over the more than two months since it began is an understatement, however, we know that together we are stronger than COVID-19.

If you would like to receive online communications and/or if your contact information has changed, **please take a moment to provide your email address and any contact information to us at info@livingresources.org.**

Thank you for being supportive and as always, feel free to contact us with any questions or concerns that arise. I'm available at ferlich@livingresources.org or 518-218-0000 x4317, as well as Steve Klein at sklein@livingresources.org x4312 or Jennifer Kirkpatrick at jkirkpatrick@livingresources.org x5538.

Best regards for your health and safety,



Fredrick W. Erlich
Chief Executive Officer