

May 29, 2020

Dear Service Recipient or Family Member:

As New York moves forward in its phased openings and the warmer weather is calling us to venture out, we want to prevail upon you to be mindful of others. Please continue to exercise caution to protect you, your family members, and your community from contracting and/or spreading the Coronavirus.

We urge you to:

- Wear a face covering whenever interacting with the public;
- Wash your hands frequently with soap and water for at least 20 seconds;
- Use an alcohol-based sanitizer when soap and water is not possible;
- Avoid touching your face with unwashed hands;
- Stay home if you are not feeling well;
- Routinely clean and disinfect frequently touched objects and surfaces.

For individuals that reside in our residential homes, residential plans have been created to guide visits and community outings while ensuring the health and safety of all in our care. Each home is unique and so are their plans, each one developed to keep you, your loved ones, and our staff healthy and safe. We sincerely appreciate your diligence in adhering to each homes guidelines.

We have begun the process to increase in-office staffing but are doing so in a safe and thoughtful manner. It is a slow process and we are currently following an under 50% policy. Our dedicated cleaning staff continue to incorporate a disinfecting regimen throughout the day in all high-touch and high traffic areas. We continue to be closed to all visitors.

We continue to closely monitor the state and local agency guidelines for reopening our day programs/services. Currently, there is no set timeline for this phase to occur. We will keep you apprised as we move forward.

As always, we remain available should you have any questions or concerns. 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

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Chief Executive Officer

