

June 12, 2020



Dear Service Recipient or Family Member:

We know that the Coronavirus has had a dramatic impact in all of our lives. We are also anxious to open our programs and see everyone in person! But we, like you, must do so intelligently and in a safe and effective manner. **Protecting those we support, our staff, and families is our highest priority.**

As New York continues to move forward, we are closely monitoring our state and local agency guidelines for phased openings. Through our diligent activities, we as an agency, are fully prepared to try and prevent a resurgence of this virus. Once we are allowed to open our day service programs, there is no doubt that the services and supports will look different than they were prior to COVID-19. The Leadership Team continues to meet frequently to develop new plans, protocols, and procedures that can be put in place when appropriate approvals are received from regulatory agencies. Currently, there is no set timeline for this phase of opening to occur. We will keep you apprised as we receive guidance, direction, and information that will permit us to move forward.

While we begin to venture out within our communities, we urge you to continue to exercise caution by frequently washing your hands, practicing social distancing and wearing a face covering. We are hopeful that these precautions will continue to ensure the health of you and your families.

Please remember that the Center for Disease Control, provides resources and information on how you can reduce your risk of COVID-19 by

- Cleaning and disinfecting frequently touched items and surfaces every day These items include remotes, tables, counters, light switches, doorknobs, handles, toilets, and sinks.
- Wear disposable gloves to clean and disinfect. If you can see that the item is dirty, wash first with soap and water or another general cleaner.
- Then, use a household disinfectant to kill germs. Follow manufacturer's instructions for application and proper ventilation to safely use the product.
- For phones or other electronics, follow the manufacturer's instructions for cleaning and disinfecting. If no instructions, use alcohol-based wipes or sprays containing at least 70% alcohol. Dry surface thoroughly.
- For more tips, visit [cdc.gov](https://www.cdc.gov).

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 updated contact information to info@livingresources.org.**

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.

Best regards for your health and safety,

Fredrick W. Erlich

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Chief Executive Officer