



Meeting Life's Challenges

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Dear Service Recipient or Family Member:

It is hard to believe that it has been five months since the pandemic forced us to close our day and college programs, institute no visitor policies, halt all community activities, and so much more. You have all been amazing and we are deeply appreciative of your understanding, support, and cooperation as we move together through this pandemic.

Following NYS regulations and guidelines, we began the gradual process of safely reopening our day programs three weeks ago. I assure each of you that the safety plans we submitted were created with the utmost care and attention to detail to ensure the health and safety of you, your loved ones, our staff, and all our families. This reopening will take several months. We will continue to monitor all regulations and guidelines in order to pivot when necessary.

Currently, our day programs (both site and without walls) are operating with approximately 30-40% in-person participation while continuing to provide day services in our residences and virtually. We will continue to increase our capacity over the next couple of months while being ever mindful of the safety and health protocols. Our art programs have begun to hold limited in-person sessions while also continuing to provide virtual support. Our College Experience students have returned and will take their courses at The College of Saint Rose both virtually and in person when safe social distancing conditions are met.

Since the inception of this pandemic, we worked diligently to obtain an adequate supply of Personal Protective Equipment (PPE) from local, national, and global suppliers. We enhanced our universal precautions protocol to include requiring all staff wear face masks at work and daily monitoring of temperature and other measures to check for symptoms of the virus. If any staff or individuals we serve appears ill, we immediately seek medical consultation and assistance. Through frequent discussion and supervision, those in our care and all staff are aware that the virus is invisible and many individuals are asymptomatic. Our goal is to prevent the spread of this virus.

Thank you for being supportive and as always, feel free to contact me with any questions or concerns that arise. I'm available at [ferlich@livingresources.org](mailto:ferlich@livingresources.org) or 518-218-0000 x4317.

Best regards for your health and safety,

Fredrick W. Erlich  
Chief Executive Officer

