

August 27, 2020

Dear Service Recipient or Family Member:

Since our beginning in 1974, Living Resources' top priority has been to keep individuals safe while providing a nurturing environment that allows them to meet and exceed their personal goals. The pandemic never changed our mission!

Throughout this health crisis, the Superheroes that care for you and/or your loved ones have worked tirelessly to ensure the health and safety of all. Our Leadership Team remains vigilant and Living Resources strictly adheres to all guidance and regulations received from our local, state, and federal governments. We continue to review and monitor CDC guidelines, as well as keeping an open dialogue with our public health authorities to maintain a safe environment for the individuals we serve and a safe workplace for our employees.

As we cautiously resume in-person Day Habilitation Services, Site-Based, Without Walls Day Community, and Art programs, we are doing our best to protect everyone by conducting daily health screening assessments. It is equally important for you to remember that pursuant to the OPWDD guidance issued on July 10, 2020, individuals we support may not return to our day program while a member of their household or certified residence is being quarantined or isolated due to COVID-19.

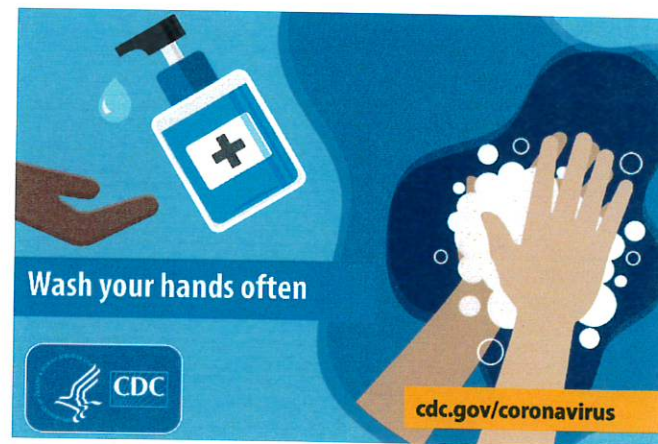
If you have received notice that someone in your household must quarantine or isolate, it is important that you follow this guidance for any member of your household and keep them home as well. We sincerely appreciate your diligence and assistance in helping us to keep everyone safe. Together, we can stop the spread of COVID-19!

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 or 518-218-0000 x4317.

Best regards for your health and safety,

Fredrick W. Erlich

Fredrick W. Erlich
Chief Executive Officer



10 things you can do to manage your COVID-19 symptoms at home

Accessible Version: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>

If you have possible or confirmed COVID-19:

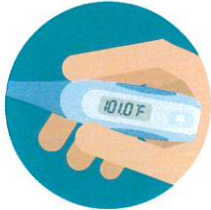
1. **Stay home** from work and school. And stay away from other public places. If you must go out, avoid using any kind of public transportation, ridesharing, or taxis.



6. **Cover your cough and sneezes.**



2. **Monitor your symptoms** carefully. If your symptoms get worse, call your healthcare provider immediately.



7. **Wash your hands often** with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.



3. **Get rest and stay hydrated.**



8. As much as possible, **stay** in a specific room and **away from other people** in your home. Also, you should use a separate bathroom, if available. If you need to be around other people in or outside of the home, wear a facemask.



4. If you have a medical appointment, **call the healthcare provider** ahead of time and tell them that you have or may have COVID-19.



9. **Avoid sharing personal items** with other people in your household, like dishes, towels, and bedding.



5. For medical emergencies, call 911 and **notify the dispatch personnel** that you have or may have COVID-19.



10. **Clean all surfaces** that are touched often, like counters, tabletops, and doorknobs. Use household cleaning sprays or wipes according to the label instructions.



[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)