



Meeting Life's Challenges

300 Washington Avenue Extension
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August 5, 2020

Dear Residential Recipient or Family Member:

It has now been two weeks since Living Resources began the process of safely reopening our day services and programs to individuals who do not reside in our residences. This coming week, we will begin the process of integrating into our day program individuals who reside in Living Resources residences. This process will take place over the next one - two months and is being planned on an individualized basis. These individualized decisions will be based on many factors including discussions with family members, the ability to tolerate a long periods of mask wearing, health vulnerability, and many more.

While we would very much like to be able to bring everyone back to programs immediately, we must do so in a safe and healthy manner. We are most grateful for your continued patience as we move forward. If you have any questions regarding this process, please reach out to Steve Klein, Associate Executive Director at sklein@livingresources.org x4312.

Also, on July 14, our yearly satisfaction survey was mailed. If you have not yet submitted your survey response, I urge you to do so now! Your voice provides us with meaningful information to improve our quality of services and care. Your input is thoroughly read and considered. Please complete the survey online by going directly to <https://www.surveymonkey.com/r/SCGCPRK> or by going to our web site at www.livingresources.org and clicking on our link entitled "family survey."

As always, the safety and health of you, your family, and our staff is our highest priority; we sincerely appreciate your support. Please contact us 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,

A handwritten signature in cursive script that reads "Fredrick W. Erlich".

Fredrick W. Erlich
Chief Executive Officer