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March 23, 2020

Dear Arc Northern Chesapeake Region (Arc NCR) Community Member:

The health and safety of supported individuals, team members, and the community is The Arc NCR's highest priority. We must work collaboratively and do our part to ensure we minimize the effects of this virus on our community. As you are likely aware, today Governor Larry Hogan announced that all non-essential businesses in Maryland are to close beginning at 5:00 p.m. on Monday, March 23. Only essential businesses will be able to continue operating, including the ability for employees to travel to their workplace.

I am writing to let you know that The Arc NCR is considered an essential business and will continue to provide services to individuals in the organization's Community Living program, as well as individuals in other programs who have been deemed medically necessary. We will also continue to support people in the Employment Services program who work for essential businesses. The following programs will stay closed or continue with their adjusted schedules until further notice.

Community Partners

The Community Partners day program will be closed. Supported individuals should plan to stay at home during this time.

Employment Services

The Employment Services Discovery class is cancelled. Individuals should not report to The Arc NCR building. Support will not be provided in the building. For individuals receiving Customized Integrated Employment, and whose employers are still open and deemed essential, The Arc NCR will continue to provide transportation to and from work. All individuals employed on contracts and janitorial should also not report to work.

Personal Supports

Personal Supports will not be provided, except for supports deemed medically necessary. If you are unsure if you or your family member is medically necessary, please reach out directly to your Personal Supports Supervisor.

Community Living (Residential)

The Arc NCR will continue to provide Community Living Services. Individuals supported in Community Living will not be permitted to attend day services, whether through The Arc NCR's program or through other providers. In addition, The Arc NCR is instituting a no visitor policy for all homes. For the protection of everyone, if your loved one lives in an Arc NCR home and you choose to pick up them up, please know the individual cannot return until further notice from The Arc NCR. We encourage friends and family to stay in touch through phone or other electronic devices.

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If you have concerns or questions regarding you or your family member's services in Community Living, please reach out to your Community Living Supervisor.

Treatment Foster Care

The Treatment Foster Care program will continue to operate. Changes in home visits from social workers will be communicated directly to foster care families from your social worker or the Director of Treatment Foster Care.

Family Support Services

Respite care will not be provided. All scheduled activities and trainings are postponed until further notice. If you have any questions, please reach out to fss@arcncr.org.

Visitor Policy

The Arc NCR is instituting a no visitor policy at The Arc NCR's building and in all Community Living homes. If you feel that your meeting is urgent, please contact info@arcncr.org to have your visit approved.

Volunteer Program

All volunteer activities and volunteer visits are cancelled. Please reach out to the Events & Volunteer Coordinator to reschedule or for any questions.

We understand this is an uncertain time and there may be a concern in continuity of support. Rest assured; The Arc NCR is committed to supporting individuals during this challenging time.

This situation continues to change on a day to day basis. We will strive to communicate on a weekly basis with necessary updates or changes in procedures. Please check back to www.arcncr.org for weekly updates. For families of people we support, we encourage you to reach out to your Case Managers for support, guidance and additional questions. In addition, you are welcome to contact info@arcncr.org. Thank you in advance for your understanding and cooperation amidst these difficult times.

Sincerely,



Shawn Kros
CEO