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Dear Arc Northern Chesapeake Region Community Member:

The health and safety of supported individuals, team members, and the community is The Arc Northern Chesapeake Region's (The Arc NCR's) highest priority. We must work collaboratively and to do our part to ensure we minimize the effects of this virus on our community. With growing concerns and out of an abundance of caution by our organization we are making major changes to our programs and services and visitor policy, effective close of business today, Friday, March 13, 2020. Those changes include:

#### 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, The Arc NCR will continue to provide transportation to and from work. In addition, all individuals employed on contracts and janitorial should still report to work as scheduled. Transportation will also continue to be provided. Any changes in transportation will be communicated if needed.

#### 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

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. 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](mailto:fss@arcncr.org).

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#### Visitor Policy

The Arc NCR asks that visitors cancel any planned visits to The Arc NCR's building. If you feel that your meeting is urgent, please contact [info@arcncr.org](mailto:info@arcncr.org) to have your visit approved. In addition, we ask that any visitors planning to visit a Community Living home to cancel their visit if they are feeling ill, traveled internationally, or have been in recent contact with someone who has traveled internationally.

#### Volunteer Program

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

#### Events

The Arc NCR's annual After d'Arc Gala scheduled for Saturday, April 4, 2020 will be postponed until June 12, 2020. Please email [development@arcncr.org](mailto:development@arcncr.org) directly for questions or concerns.

In addition, The Arc NCR is implementing new health and safety procedures. The organization will be monitoring the temperature of supported individuals, as well as the general well-being of each person. As always, we are also advising all staff and supported individuals to take the following steps which are recommended by the CDC for prevention of flu and coronavirus:

- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay home when you are sick.

This situation continues to change on a day to day basis. We will continue to update you as frequently as possible, however any changes or updates to this policy will occur by Friday, March 27, 2020 at the latest. Again, these changes are due to an abundance of caution. The Arc NCR has had no reported novel coronavirus cases. If you have any questions and would like to reach out to someone directly, please contact [info@arcncr.org](mailto:info@arcncr.org). Thank you in advance for your understanding and cooperation amidst these difficult times.

Sincerely,



Shawn Kros  
CEO

Last Updated: Friday, March 13, 2020

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