

September 2, 2020

Dear Arc NCR Community Member:

We know that these are difficult and challenging times and we appreciate the continued collaboration with the community throughout this pandemic. We would not have been able to persevere through the past few months without your support. As you have likely heard, effective Friday, September 4, 2020 at 5:00 p.m. Governor Larry Hogan is taking preliminary steps to begin Phase 3 of the state of Maryland's [Roadmap to Recovery plan](#).

While Maryland is moving into the next phase, The Arc NCR will continue to operate under Phase 1 of its current Reopening Plan. This includes the Community Living program and The Arc NCR's main office building. While team members who typically report to the main office building will continue to work, many will remain working from home. There will continue to be a limited number of people reporting to the building.

For the Community Living program, they will continue to implement certain precautions to ensure the safety of the people we support and our team members. The organization will work with family members to visit their loved ones and decisions will be made with a person-centered approach. Please note we are still not allowing visitors to enter the homes (bathroom use, retrieving belongings, etc.) at this time. We will continue to implement a checklist prior to a visitor arriving, as well as when the visitor leaves. This process will include a questionnaire, as well as temperature checks.

Over the next few weeks, the organization will be reviewing the next phase in the Reopening Plan for the main office building and programs. Once this plan is confirmed and a date is set to move in to Phase 2, we will notify all families and community members.

While Maryland moving into Phase 3 is a great indication of how our state is handling the virus, it is important to remember that the coronavirus pandemic is not over. The Arc NCR has been in contact with other organizations and providers across the state and there are still COVID-19 outbreaks occurring. The Arc NCR is continuing to follow all safety protocols to protect the people we support, team members, and the community.

If you have any questions or need additional information on The Arc NCR's Reopening plan, please do not hesitate to reach out to your Case Manager or contact me directly at skros@arcncr.org or through the "Ask the CEO" form on our [website](#). Thank you in advance for your understanding and cooperation amidst these difficult times.

Sincerely,



Shawn Kros
CEO