

November 16, 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, there has been a recent spike in positive COVID-19 cases across the country, as well as in the state of Maryland. While our state is faring better than most, we are still seeing an impact. Harford County, in particular, has seen a stark increase in recent weeks. According to Department of Health for the State of Maryland, as of November 15, 2020, Maryland's positivity rate is 6.45%, and Harford County's positivity rate is 8.73%. For more details or to review this information, please visit Maryland's COVID-19 Data Dashboard at <https://coronavirus.maryland.gov/>.

Due to the increase in cases, as well as the fact that many people supported by The Arc NCR are vulnerable and/or at risk, The Arc NCR will be making decisions on changes in programming and services based on the following: positivity rate for Harford County and the state of Maryland, 7 day average number of cases per 100K residents, number of Community Living homes under quarantine, and number of team members testing positive.

Please note, information on COVID-19 can change quickly. The Arc NCR may have to fluctuate between opening and closing programs during this time. We ask for your patience and flexibility as we navigate through the ongoing pandemic.

Community Partners/Meaningful Day Groups

The Community Partners day program will temporarily shut down community outings and activities starting close of business on Monday, November 16, 2020. Virtual supports will be provided to all people supported in this program during this time.

Employment Services

Starting close of business on Monday, November 16, 2020, the Employment Services program will change to provide services virtually to people we support who remain working throughout the pandemic. The Arc NCR will not be able to provide any in-person follow along supports. If a supported individual is having transportation challenges during this time, they should reach out to their Case Manager or a member of the Employment Services team. In addition, starting close of business on Monday, November 16, 2020, the people we support on the Janitorial team will stop working until further notice.

Personal Supports

Personal Supports will continue to be provided for people deemed medically necessary. If a person is not deemed medically necessary, an Arc NCR Case Manager will reach out directly to determine if/when supports can be provided. If you are unsure if you or your family member is medically necessary, please reach out directly to your Personal Supports Supervisor or Case Manager.

Community Living (Residential)

The Arc NCR will continue to provide Community Living Services. Individuals supported in Community Living will not be permitted to attend in person day services through other providers. In addition, The Arc NCR is instituting a no visitor policy for all homes. Starting close of business on Monday, November 16, 2020, people we support in Community Living will no longer be permitted to travel to family or friends' homes and then immediately return to their Community Living home. This is to protect all people who live in the home, as well as Arc NCR team members. If you choose to take your loved one home with you during this time, they will be required to stay with you until further notice. We encourage friends and family to stay in touch through phone or other electronic devices. 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. Starting close of business on Monday, November 16, 2020, virtual home visits will take the place of in-person visits. TFC will continue to work with state partners to ensure child/bio virtual contact continues to happen as well. Any 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

Family Support Services will remain open to families in need. Virtual activities and trainings will also continue. If you have any questions, please reach out to fss@arcncr.org.

Visitor Policy

The Arc NCR will continue to have 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 in-person volunteer activities continue to be on hold. Please reach out to the Events & Volunteer Coordinator to reschedule a virtual volunteer activity or for any questions.

COVID-19 Testing and Notification

Any families of people we support, where their loved one is living in the same home, must notify The Arc NCR if anyone living in the home is symptomatic or awaiting COVID-19 test results. Your loved one cannot be supported by our organization during this time. Your Case Manager will work with you on when that person can return to regular services.

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. 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