



April 2020

Dear Parent/Guardian/Advocate,

We hope this letter finds you and your loved ones safe and well. As you can imagine, our efforts in recent weeks have been totally focused on addressing the challenges presented by the COVID-19 pandemic. We are doing everything within our means to prevent the spread of the virus. Our priority is the safety of all individuals and staff. We want to take this opportunity to share the steps we have taken thus far to keep your family members safe and healthy.

We continue to use the guidance of the National Centers for Disease Control, OPWDD and the NYS Department of Health as our primary sources of information.

- ✚ We have taken immediate steps for appropriate healthcare measures as recommended. Through educational training, we are reinforcing CDC sanitizing guidelines and proper hygiene etiquette, as well as the use of personal protective equipment as appropriate
- ✚ We are utilizing telehealth services whenever possible to limit potential exposure in the community, while still maintaining routine monitoring of chronic health conditions
- ✚ Rescheduling of non-essential medical appointments to reduce unnecessary travel and exposure
- ✚ We are practicing general respiratory infection prevention measures and assisting people supported in doing the same
- ✚ Home sheltering to slow the spread
- ✚ Training and observations on social distancing
- ✚ Established a visitor restriction procedure at all sites
- ✚ We are making sure that all programs and facilities are clean and hygienic- using preventative cleaning protocols
- ✚ Using proper hand-washing techniques
- ✚ Providing alcohol-based sanitizer at all sites
- ✚ Training on proper cough etiquette to prevent spread of respiratory droplets
- ✚ Redirecting everyone from touching their eyes, nose or mouth
- ✚ Implemented monitoring protocols of all individuals to detect signs and symptoms of illness
- ✚ Any staff that feels sick or manifests symptoms of illness – coughing, sneezing, shortness of breath, fever – are instructed to stay home and call their doctor
- ✚ We are proactively taking staff temperatures before they start their shift at all sites
- ✚ All staff are wearing masks at all times when inside the residence

While our aim is to keep you updated on your loved one as information changes, I encourage you to contact the Program Directors directly should you have specific questions regarding the care of your loved one.

Sincerely,

Gina C. Baker, RN, MSN-NMEL
Chief Health Administrator
Head Injury Association