

March 14, 2020

To Our Individuals and Family Members:

We know many of you are concerned about the spread of COVID-19 (the new coronavirus) and how it may impact us here at Arc Human Services. Ensuring individuals are cared for in a safe and healthy environment is our first priority. At this time, we don't have any cases at Arc Human Services. The Centers for Disease Control and Prevention (CDC) have recommended a variety of steps that we are implementing to help reduce the potential for the virus to enter our buildings and sites.

**Beginning immediately we request that family and friends do not visit the residential sites.** Out of an abundance of caution, we are limiting all visitors to our sites unless absolutely necessary. Additionally, we will be **closing our offices effective Monday, March 16, 2020**. Office staff will work remotely and continue to be available via phone and email.

We understand that connecting with your loved ones is incredibly important, and there are a variety of other ways you might consider communicating with them. These may include telephone, email, text, video chat or social media. If you believe a visit to the house is necessary, we request that you contact **Holly Callender at 724-745-3010 x115** prior to your arrival.

**Please make sure we have your most current, emergency contact information.** We want to ensure we efficiently communicate with you should there be any new developments. **Please reach out to Holly Callender at 724-745-3010 x115 with your updated contact information.**

Arc Human Services is following the recommendations of the CDC on prevention steps, including following handwashing procedures and cleaning procedures. We also are staying up to date with the CDC recommendations as they change. In addition, we are in close contact with county and state entities, and we are following their guidance.

We will notify you if any individuals or staff are diagnosed with COVID-19. Should you have any questions, please feel free to contact us at **724-745-3010**.

For additional information, please visit the CDC's coronavirus disease [information page](https://www.cdc.gov/coronavirus):  
<https://www.cdc.gov/coronavirus>.

For other questions, please contact CDC's general information help desk online or by phone at 1-800-CDC-INFO (1-800-232-4636).

Sincerely,

*Edward J. Picchiarini*

Edward J. Picchiarini  
Chief Executive Officer  
Arc Human Services/Arc of Washington County