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March 10, 2020

To Our Residents and Family Members:

We know some of you may be concerned about the spread of COVID-19 (the new coronavirus) being reported in the media and how it may impact us here at the facility. Ensuring our staff and residents are in a safe and healthy environment is our greatest concern. At this time, we don't have any cases in our facility. 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 building. However, we need your help in battling COVID-19. Below are some examples of how you can help protect yourselves and our residents, as well as prevent the spread throughout the community.

1. **Sick employees should stay home.** At this time, we request that you stay home if you have any symptoms of respiratory illness. Those symptoms include: cough, fever, sore throat, runny nose, and/or shortness of breath.
2. **Notify us if you develop respiratory symptoms while at work.** These include: cough, fever, sore throat, runny nose, and/or shortness of breath.
3. **Practice proper hand washing hygiene.** All employees should clean their hands before and after interaction with residents and their environment with an alcohol-based hand sanitizer that contains at least 60-95% alcohol, or wash their hands with soap and water for at least 20 seconds. Soap and water should be used preferentially if hands are visibly dirty.
4. **Cover your mouth and nose with a tissue when coughing or sneezing.** Please review the [CDC's information on coughing and sneezing and handwashing information.](#)
5. **Perform routine environmental cleaning.** Routinely clean all frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs. Use the cleaning agents that are usually used in these areas and follow the directions on the label. No special cleaning is necessary for COVID-19.

Our facility is following the recommendations of the CDC on using basic contact precautions to prevent the spread which includes wearing gowns and gloves when interacting with residents who are sick as we always do. We also are staying up-to-date with the CDC recommendations as they are updated. In addition, our facility is in close contact with the local and state health department and are following their guidance. We are posting signs on our entryway doors to notify visitors of the symptoms of COVID-19 and request that they not enter the building if they are experiencing these symptoms. Additionally, Arc Herkimer has purchased a Clorox Total 360 Electrostatic disinfectant machine which will be utilized to help sanitize all of our sites and buses.

We will notify you if any residents or staff are diagnosed with COVID-19. To report that you will not be attending program and typically utilize our buses, please report your absence to the Transportation Department at (315) 574-7977. To report any other absences, please call the number that you typically call when you are absent from program. If you need to speak with someone or want additional information, please contact our main number at (315) 574-7000.

For additional information, please visit the [CDC's coronavirus disease information page.](#)

Sincerely,

A handwritten signature in black ink that reads 'Kevin Crosley'.

Kevin Crosley  
President/CEO

