



July 16, 2020

**To the people we serve, family members, service providers:**

We hope you are enjoying the summer season, although we recognize that COVID-19 has likely impacted your usual activities. The persistent nature of COVID-19 is our theme in this updated communication to you. It is very clear COVID-19 is not going away any time soon. Active COVID-19 cases continue to rise across the nation. At Dungarvin, we now have COVID-19 activity in all the states where we provide supports and services. Several state governments have slowed or postponed planned re-opening schedules and have implemented more restrictions and requirements.

Dungarvin continues to remain cautious about the community spread of the COVID-19 virus. As the safety, health and well-being of your loved one remains our highest priority, we see no other way than to remain cautious in our approach toward a return to normal activities. We strongly encourage you consider essential visits only when planning to spend time with your loved ones. We will not be supporting visits inside our homes and programs, but will continue to support outdoor visiting, pending team approval. We are also limiting community access to essential needs only. Aligned with this is our planned position to slowly re-open our own Day Programs. For persons served who attend other provider-supported Day Programs, Community-Based Programs and Supported Employment, we recommend a team-approved, risk-assessed plan to determine a safe and prudent return. We believe these efforts will help to slow the spread of the virus within our homes and programs.

In addition to the mitigating strategies outlined above, it is important that you know we continue our efforts to exercise universal precautions in our homes and programs. Below is a brief outline of some of those activities:

- Maintaining social distance (Staff and Persons Served)
- Wearing of facemasks
- Wearing all other appropriate PPE
- Cleaning and sanitizing high touch areas and surfaces
- Frequent hand washing or use of hand sanitizer (Staff and Persons Served)
- Cleaning and sanitizing vehicle interior after community travels

As we have observed a steady increase in COVID-19 activity in our communities, we are stressing the need to closely monitor for COVID-19 symptoms across our employee base, in persons served, and in family member groups. This will help us with early identification of the virus. We continue our pre-visit health screening when coordinating outdoor visits, as well as visits by those providing ancillary supports to your loved ones. These screening activities significantly aid us in managing the potential exposure within the environments of our homes and programs.

It is Dungarvin's intent to re-open, albeit with a steady and cautious approach. We continue to monitor the re-opening guidance and orders each state/county/city has implemented. Due to increased COVID-19 activity, some have pulled-back their re-opening guidance and implemented tighter restrictions. As Dungarvin develops its own phases of re-opening, we anticipate that, at some point, we may also need to implement tighter restrictions after having moved forward with more community access. We will assess our own COVID-19-related activity and that of the community area, in general, to make these determinations.

We acknowledge many of you are wondering if this virus will ever go away and you may be growing weary of this focus day-in and day-out. We empathize and further acknowledge that now is the time for us to collectively work together to keep the spread of COVID-19 at bay. As stated earlier, please know our continued focus is in the best interest of the health and safety of the people we support and our employees. It is our privilege to serve and support your loved ones.

We appreciate your support and understanding as Dungarvin continues to manage its response to COVID-19.