

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

The COVID-19 strain is a newly identified strain that causes respiratory illness similar to that of influenza. We are writing to advise you that Dungarvin is closely monitoring the situation and advising our staff to follow our policies and procedures for infection control. We intend to continue to provide the same level of professional and high-quality services to persons in our care. In order to assist us with our mission, we are requesting your cooperation in the following areas:

1) We ask that you follow all preventative measures by practicing good hygiene habits both at home and when visiting any Dungarvin program service location:

- Avoid close contact with people who are sick
- Avoid touching your eyes, nose and mouth
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60%
- The CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19. Facemasks should be worn by people who show symptoms of COVID-19 and by those who are taking care of someone in close settings to help prevent the spread of the disease to others.

2) Effective immediately, Dungarvin will begin a visitor screening process to reduce the potential spread of the virus in our homes and programs. We have identified this measure to assist in minimizing the exposure to the persons who are entrusted to our care. To assist us with this effort to manage a potential spread of the virus, we ask you for the following level of cooperation and pre-planning if you intend to visit:

- Please stay home when you are ill
- Please prepare to complete a brief questionnaire particular to COVID-19 upon arriving to the home or program
- Based on your answers here, please understand you may be asked to return home or to your business and coordinate with our staff on potential "virtual visit" options (phone, Facetime)

3) Community Activities

Our staff will be making an effort to reduce time in the community for persons served when it seems appropriate and when instructed to do so by the state agency. We would appreciate your efforts in doing the same when you are planning activities. Please know we will respect your wish or request to take your loved one home and we will assist you in coordinating this.

We recognize this is a stressful time where a lot of information is being released from many different sources. Dungarvin will do its best to stay current with the fast-paced changes to ensure our staff remains informed, aware and conscientious as we manage through this

March 13, 2020

situation. We greatly appreciate your cooperation to partner with us in these efforts. Communication is critical. Please do not hesitate to use our “contact us” buttons if you have any questions or concerns.

March 13, 2020