



The Arc of Chemung-Schuyler

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Sean Eagen, Executive Director

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March 26, 2020

To Our Residents and Family Members:

The Arc of Chemung-Schuyler is working hard to ensure we are providing timely information during this challenging time. Our staff have done a tremendous job, working hard to ensure that the safety and well-being of the people we support is met, along with those in our community. We are an Essential Business and are open but have been required to make some modifications to how we are operating.

I wanted to update you on our latest, to discourage the spread of COVID-19:

- Effective Monday, March 30th, our buildings will be restricted to non-staff visitors, except for clinic appointments. Our main offices continue to be staffed Monday through Friday, from 8:00 AM—4:30 PM.
- We have made decisions that will allow some staff to perform as much work remotely as possible, while continuing to support our agency's mission. Those doing so are available by email and telephone, and meetings will be available via electronic means, as needed.
- Many staff have been reassigned, where appropriate, to assist where we have been required to modify supports and services. We are grateful to them for their flexibility!
- Residential remains operational but all non-staff visitors have been restricted.
- Day Services have been suspended for the time being but many of these services are able to be provided in the residential location, where needed.
- Individuals supported, who live in the community, should contact us if they find that they are in need of food, medicine, transportation, etc.
- Vocational Services continue to be provided in the business, in the residence, or via technology.
- Our Clinic is open and continues to provide supports face-to-face or via technology.
- In all environments, we continue to encourage and implement social distancing.
- All locations continue to follow the recommendations of the CDC on prevention steps, including following strict handwashing procedures, sanitization/disinfecting, and in many circumstances, wearing masks and gloves when interacting with individuals who are sick.
- We have assembled a COVID-19 task force, which meets at least twice each week. This group continues to work on plans and address new issues.
- The Arc NY, OPWDD, and New York State continue to work hard to get information and guidance out to us, on a daily basis.
- Please continue to self-monitor governmental resources that are available to you.

Should you have any questions, feel free to contact:

Stephanie Matkosky, Residential Services Director, 734.6151 ext.193
Jessica Smith, Day Services Director, 535.6934 ext. 116
Nicole Brown, Vocational Programs Director, 734.6151 ext. 163
Pam Overdurf, Developmental Health Services Director, 734.6151 ext. 155

As recommended guidelines continue to change, we are doing our best to keep all updates posted to our website at arcofcs.org/coronavirus. We have also created an email box for you to direct any questions to: CovidQuestions@arcofcs.org. This is a general mailbox and your questions will be directed to, and answered by, the appropriate person.

Sincerely,

Sean Eagen
Executive Director
(607) 734-6151