



A VERY SPECIAL PLACE, INC.

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March 9, 2020

To Families/Advocates

As the coronavirus (COVID-19) begins to have a presence in the NYC area, A Very Special Place feels it is important to provide information and the steps we are taking to help keep our individuals, families and staff safe and healthy. All our practices and procedures are informed by guidance from the Center for Disease Control (CDC), OPWDD and our local NYC Health Department. Links to these agencies are at the end of this letter for your reference.

At this time AVSP will continue to follow universal health practices and implement the following:

Continue to maintain a clean environment and have increased the cleaning of all surfaces with CDC approved cleaning supplies. This includes all doorknobs, handrails, countertops, and agency vehicles, etc. throughout the programs and residences at regular intervals.

1. Staff in programs and residences are continuing to wash hands regularly and consistently and will continue to assist all individuals to follow the same universal precautions procedures, including not touching one's face.
2. All AVSP staff are being trained to fully understand the FACTS of what COVID-19 is and how to follow government guidelines.
3. Anyone, staff or individuals, who are showing signs/symptoms of respiratory illness/fever, are to stay home and contact the agency.
4. We are asking all families who receive in-home services from AVSP or other agencies to take precautions if any family member is displaying cold/flu-like symptoms by cancelling the in-home services. As well, if a family feels an in-home staff is displaying symptoms to request the staff to not provide the service and contact the agency.
5. Be vigilant in monitoring all individuals we provide services to and immediately notify supervisors and the program/residential nurse of any signs/symptoms of fever/illness.

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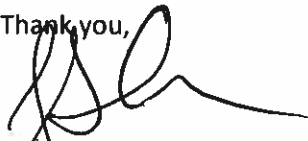
6. If your family member is feeling ill, especially with a fever and/or respiratory symptoms, please do not attend program and contact the agency.
7. If your family member lives in an AVSP residence, he/she will remain home if symptoms are noted, be closely monitored, and his/her health care provider and you will be contacted as to any steps that need to be taken.
8. AVSP will be reviewing the guidance from the CDC, OPWDD and the NYC Health Department for up to date information and guidance.

We realize the concerns and the potential impact that COVID-19 may have on our agency and possible disruptions that may occur. Based on the guidance we have received from the governmental agencies and our own preparedness, we are confident our actions and monitoring will provide a safe and healthy continuation of our services.

Please be assured that if we are notified of a possible infection of the virus, while maintaining privacy, we will notify parents/advocates and staff as appropriate. If you have any questions or concerns, please reach out to the supervisor of the program and/or residence and they will assist you or direct you to the appropriate contact.

As we receive any updates or new information we will continue to communicate with you regarding any changes.

Thank you,



Jackie Scarcella
Deputy Executive Director

Informational COVID-19 links below:

www.cdc.gov/coronavirus

www.nyc.gov/health/coronavirus