



People Inc

Where your world opens up.

March 12, 2020

Si necesita esta carta en español, por favor, vea: people-inc.org/latestnews

Dear Family Member,

Although there are **no reported cases** of COVID-19 Coronavirus at People Inc., we wanted to reach out to update you on precautions we are taking. We know that this is a stressful time, and people want to know what they can do right now to protect themselves and their loved ones.

People Inc. has been proactive in having established an Emergency Preparedness Program six years ago, and training staff, running drills and tabletop exercises since that time. Our staff are routinely trained on Universal Precautions, which have been identified as one of the most effective precautionary measures that can be taken. We have implemented a Telemedicine Program in our group homes and day programs two years ago, which is ideal for quickly assessing health concerns without automatically transporting people we support to what could be crowded community health-care centers.

To stay on top of the current situation, we are actively monitoring the Center for Disease Control (CDC) website, which is the premier source of fact-based and current information. You can also consult the website directly at **[cdc.gov](https://www.cdc.gov)**. We are in contact with and monitoring websites of the NYS and County Health Departments and NYS Office for People with Developmental Disabilities, among others.

Our Emergency Preparedness Team is meeting daily to ensure our actions are informed by the most current CDC and Department of Health guidance, and proactive plans are in place and adjusted as needed. We have ordered additional supplies, increased training on cleaning protocols and reasonable precautions, and communicated resources for staff including our on-call nursing line, Employee Service Line and online updates on best practices and tools. We will continue to work with local and state health agencies and key partners in both planning and taking appropriate actions. We are preparing for a range of potential scenarios, which may include holding back on community outings, working with families who may wish to keep their loved ones at home, etc. As a precautionary measure reflecting an abundance of caution, and in observance of guidance from the Department of Health, our updated Visitors Policy is effective at all People Inc. residences*, day programs, offices and program* buildings, *Exceptions are our Elmwood Health Center, Senior Living and Tax Credit apartment buildings, Family Care homes and Deaf Access Services access to public videophone room.

We have established a dedicated phone line and email address for you to call with any concerns regarding this situation: **716.817.7445** or email COVIDconcern@people-inc.org. Information will be updated regularly on our website at **people-inc.org** (see Coronavirus Update on left column of our homepage).

More →

Headquarters 1219 North Forest Rd PO Box 9033 Williamsville NY 14231-9033 **Phone** 716.817.7400 **Toll Free** 1.888.7PEOPLE **Fax** 716.634.3889

Rhonda Frederick President and CEO

people-inc.org

Lynne R. Frank Chairperson, Board of Directors

HOW YOU CAN HELP:

We need your help in maintaining a healthy environment for the people we support and the staff providing care.

- If you or your loved one are exhibiting signs of illness, please consult with your physician.
- If you or your loved one have been identified as a "Person Under Investigation" by your medical provider or have been diagnosed as positive for COVID-19, it is critical that you immediately notify us at either: **716.817.7445** or COVIDconcern@people-inc.org.

Please note that this is a rapidly changing situation and we may need to make quick decisions and implement new policies without advanced notice to conform with health department guidance. Check our website often for latest updates. Thank you for your cooperation and assistance in managing an effective response to the potential threat of this virus.

Sincerely,



Rhonda Frederick
President and CEO
People Inc.