



Where your world opens up.

March 31, 2020

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

Dear Family Member,

On behalf of People Inc., I hope you are well and safe throughout this crisis. I wanted to follow up with you as we move forward and continue to work together through these challenging times, and reassure you that 100% of our attention is focused on the safety and well-being of your loved ones and the staff that support them.

While we remain in active contact with, and operate with guidance from, the CDC, Health Departments and State officials, People Inc. has been proactive in its preparation for this completely unprecedented health challenge. Please know that our staff continues to show extraordinary dedication in these challenging circumstances, being extremely flexible, volunteering to work longer hours and closely monitoring your loved one.

Thank you for working so closely with our staff to best support your loved one. If your loved one is staying at your home during this period, our staff will continue to be in contact with you, at least on a weekly basis, to assess your needs and find ways we can continue to help. For those of you with loved ones in our residences, please know that we continue our best practices to maintain a safe environment. Your loved one continues to receive personalized attention, as staff get creative engaging in indoor activities that meet their interests and add to their quality of life.

Our Emergency Preparedness Team, which is comprised of our Senior Leadership Team and experienced first responder and emergency management members, continues to meet multiple times a day to guide our staff, take action and plan proactively. This continues to be a fluid situation and we may need to make quick decisions and implement new policies without advanced notice to conform with health department guidance. Thank you for your cooperation and assistance in managing an effective response.

As always, we encourage you to stay in contact with us. Our dedicated email address and phone line is operational to help make it easier to share any concerns at COVIDconcern@people-inc.org or 716.817.7445. You can also contact the senior residential supervisor at your loved one's home.

Be well and safe,

Rhonda Frederick
President and CEO
People Inc.