



April 3, 2020

To our Residential Families:

The health of the individuals receiving Arc residential services during the COVID-19 crisis is our highest priority. We would like to share with you the actions we are taking to ensure a safe environment for your family member and the staff who work with them.

Prevention and minimizing risk

- We are taking every precaution to keep the COVID virus out and to minimize its spread if it is found. We have implemented a system for rigorous disinfecting of surfaces, sanitizing materials/laundry and proper hand-washing and hygiene.
- We are limiting the number of staff entering homes and enforcing a “no visitor” policy.
- We are taking residents’ temperatures twice a day and staff are having their temperatures checked when they arrive and leave work.

Procedures for if someone should become infected

- We will operate in strict compliance with Department of Mental Health and Centers for Disease Control guidelines for any resident or staff exposure.
- Our nursing staff have established a protocol for coordinating with residents’ physicians in the event someone shows symptoms.
- We have developed a quarantine process to reduce the risk of spreading the virus.
- If your loved one shows signs, tests positive, or comes in contact with someone who has tested positive, an Arc staff member will contact you immediate via telephone.

Supplies and Groceries

- We are being proactive in securing bulk supplies and an inventory of food and essentials.
- We are appealing to the community to donate needed items. Our Wish List can be found on the St. Louis Arc website (www.slarc.org).

Supporting our staff

- Our direct care staff are the lifeblood of the residential program. In these difficult times we are doing everything in our power to support them. Staff are receiving pay increases in consideration for their extraordinary commitment during this crisis.

We appreciate your support and understanding during this challenging time. Please do not hesitate to contact us if you have questions. We will continue to provide you with updates as they become available.

Sincerely,

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