

In follow up to the OPWDD guidance regarding potential closure of programs in designated geographic areas [https://opwdd.ny.gov/system/files/documents/2020/10/10.23.2020-cluster-zone-mitigation-guidance\\_final.pdf](https://opwdd.ny.gov/system/files/documents/2020/10/10.23.2020-cluster-zone-mitigation-guidance_final.pdf), issued October 23, 2020, please be advised of the following operational steps when any program is suspended or reducing capacity:

When a geographic area has been designated as a red, orange or yellow zone, agencies operating certified site-based programs within those zones are notified by DQI via the agency's dedicated mailbox:

1. Agencies are required to take appropriate measures in those programs as outlined in the OPWDD and DOH guidance documents issued October 23, 2020 (including any future amended documents);
2. Agencies that are required to temporarily suspend services or reduce capacity must notify the Regional Office (by email to [Christina.M.Cruz@opwdd.ny.gov](mailto:Christina.M.Cruz@opwdd.ny.gov)). This will confirm that appropriate steps have been taken by the agency. The notification must include the following information:
  - a. The agency name, address and type of program (day or residential) and operating certificate number(s) of each certified program suspending services or reducing capacity;
  - b. The number of people whose services are affected by the action; and
  - c. A copy of the agency's communication plan developed for individuals, families, care managers, Consumer Advisory Board (for Willowbrook Class members when applicable), and other involved parties.
3. In addition, agencies are required to report when a program is *voluntarily* suspended or the agency reduces services of a program in any geographic area, due to concerns regarding new COVID-19 infection or community spread, providers are also required to notify the Regional Office by email to: [Christina.M.Cruz@opwdd.ny.gov](mailto:Christina.M.Cruz@opwdd.ny.gov) of the following:
  - a. The agency name, address and type of program, and operating certificate number(s) of each certified program suspending services or reducing capacity;
  - b. The reason(s) for temporary action; the actions taken;
  - c. The number of people whose services are affected by the action; and
  - d. A copy of the communication plan developed for individuals, families, care managers, Consumer Advisory Board (for Willowbrook Class members when applicable), and other involved parties.

\*Providers who do not have an approved day services closure plan in place must submit one immediately to [quality@opwdd.ny.gov](mailto:quality@opwdd.ny.gov).

\*\*Please also remember that all OPWDD providers are required to closely monitor their dedicated mailboxes and are expected to respond promptly to OPWDD outreach.