



Dear Parent/Guardian:

ACHIEVE does not have a confirmed case of COVID-19 caused by the novel coronavirus (SARS-Co V-2) in our agency. However, we are aware of concerns in the community about the spread of this relatively new virus and wish to share some important information with you.

Our Executive Management Team is closely monitoring this fluid situation and following guidance from the U.S. Centers for Disease Control (CDC), the New York State Department of Health (NYSDOH), Broome County Department of Health, and New York State OPWDD.

Based on recent reports, there are 22 confirmed cases of COVID-19 in New York State at this time, all of which are centered around the downstate area. If we become aware that an individual served or staff member is diagnosed with COVID-19, ACHIEVE will immediately notify staff and parents/guardians. If an individual served or staff member shows respiratory symptoms, we will follow our current practices for handling respiratory illnesses, subject to any additional guidance forthcoming.

ACHIEVE has infectious disease protocols in place and routinely takes steps, such as cleaning and disinfecting surfaces throughout all main locations, including day and residential programs, to minimize the spread of viruses and a variety of other illnesses.

There are a number of steps that individuals, staff, and community members can take to minimize the spread of all respiratory illnesses, including COVID-19, according to the state Department of Health:

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer. Heavily soiled hands should be washed.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

If you or a family member begin showing symptoms of a respiratory disease and suspect it may be COVID-19, contact your healthcare provider. Before going to your healthcare provider's office, inform them that a case of COVID-19 is suspected, and follow their advice.

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Families are also encouraged to follow the CDC's information for travel, available at <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>. For more information, consider consulting these additional resources:

- Novel Coronavirus (COVID-19)
<https://www.health.ny.gov/diseases/communicable/coronavirus/>
- Travel: Frequently Asked Questions and Answers
<https://www.cdc.gov/coronavirus/2019-ncov/travelers/faqs.html>
- COVID-19: What is Stigma and What Causes It?
https://www.cdc.gov/coronavirus/2019-ncov/faq.html?CDC_AA_reVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fstigma-faq.html
- Coronavirus Disease 2019 (COVID-19) – Frequently Asked Questions – Prevention
<https://www.cdc.gov/coronavirus/2019-ncov/faq.html#prevention>
- Prevention, Treatment of Coronavirus Disease 2019 (COVID-19)
<https://www.cdc.gov/coronavirus/2019-ncov/about/prevention-treatment.html>

In addition, New York has established a Novel Coronavirus Hotline, which can provide additional information. Call 1-888-364-3065 with questions or concerns about travel and symptoms.

ACHIEVE will continue to share information as it becomes available.

Please know that, as always the health and safety of our individuals served and staff is our highest priority, and we will remain vigilant in our efforts to help prevent the spread of all respiratory illnesses including the COVID-19 Coronavirus.

Sincerely,

Amy Howard
Chief Executive Officer

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