Dear families,

We wanted to inform you that The Office for People With Developmental Disabilities (OPWDD) Division of Quality Improvement (DQI) will begin conducting site surveys of residential programs across the state as soon as this week, to ensure providers are following appropriate infection control and prevention procedures to reduce the transmission of COVID-19. These surveys may include homes at [Chapter name]

DQI put a temporary stay on routine surveys during the pandemic to reduce potential exposure for staff and the people we support. Those routine surveys remain on hold. However, oversight of critical infection control protocols is essential during this crisis.

Should a survey be conducted at [Chapter name], DQI staff will be screened for symptoms and COVID-19 exposure risks prior to entering any site, and will wear appropriate personal protective equipment.

The health and safety of the people we support, our staff, and our community remains our utmost priority. All our homes remain closed to non-essential visitors at time. While we are confident we are following the necessary protocols to limit the transmission of COVID-19, we support the survey process to ensure the health and safety of all New Yorkers with intellectual and developmental disabilities.

If you have any questions please reach out to [Chapter Contact] at [Contact Info].

Thank you, as always, for your patience and understanding as we work to care for your loved ones in these unprecedented circumstances.

Sincerely,

[Chapter Executive Director]