



Community, Work & Independence, Inc.

16 Pearl Street • P.O. Box 303 • Glens Falls, NY 12801

phone: 518.793.4700 • fax: 518.745.1413

April 20, 2020

Dear Families and Advocates,

We hope this finds you and your families well and managing the changed dynamics we are all facing at this point in time. We wanted to take a moment and provide you an update on what is occurring at our CWI residences in regards to COVID-19.

At this point in time, we are grateful that we have no confirmed cases of COVID-19. We had one individual who appeared symptomatic last week. The individual was tested and the test results were negative. As we awaited test results, we observed all of the precautionary measures prescribed by the respective County Public Health Office, including quarantine for the house, isolation for the individual and use of full Personal Protective Equipment (PPE) by the staff. Out of an abundance of caution, based on advice from the County Public Health Office, we are continuing these measures until notified by the county, in the event of a possible false negative test result.

In terms of our overall operations in regards to COVID-19, we continue to receive and follow guidance from the local Departments of Health, the Office of People with Developmental Disabilities (OPWDD) and the Governor's office. Our list of precautions includes, but is not limited to the following:

1. We have received multiple shipments of PPE to have available in case of any confirmed cases.
2. We have instituted a no visitor policy at our residences.
3. We are limiting the number of different staff working at each house.
4. All staff are wearing masks when working in the residences and masks are provided to residents.
5. We are conducting daily temperature checks of the residents and staff.
6. We continue to implement universal pre-cautions, including a regular schedule of disinfecting highly used surfaces.
7. Our Senior Team conducts daily conference calls to debrief on the latest information and guidance related to this crisis, and to ensure our preventative and responsive measures are up to the minute.

On a related, but lighter note, we are happy to share that we are keeping your loved ones busy with a variety of activities. With support from our day services staff, residential teams are supporting our individuals with crafts, activities, art supplies, games and other items to help our individuals enjoy their leisure time and are providing opportunities for walks and van rides for those who would like them. Our residential teams, who have been working tirelessly, have been supplemented by day services staff to ensure adequate day time staffing and are working with our individuals on their daily day habilitation goals at their residences, as well as ensuring all of their daily needs are met. We encourage you to check out pictures and updates on our CWI Facebook page!

Enriching lives one story at a time.

www.cwinc.org

Please feel free to contact us with any questions/concerns: Dan Juidiciani, Division Director of Residential Services at 518 793-4700, ext. 12142 or Noel Granger, Division Director of Day Services at 518 793-4700, ext. 12114. We are looking forward to the time when everyone can resume their regular schedules and outings, but until such time, please know that the safety and welfare of the individuals we serve continues to be our top priority.

Sincerely,

A handwritten signature in black ink that reads "Mark Donahue". The signature is written in a cursive style with a large, prominent "M" and "D".

Mark Donahue
President/CEO