



#ACHIEVEproud. It's more than a hashtag; it's the culture that we live and breathe every day here at ACHIEVE. In the face of such an unprecedented situation facing our agency and community, we're proud of the proactive steps and measures we've put into place to prevent and minimize the threat to the thousands of individuals we support, ensuring their health and safety is our top priority.

First off, I want to provide our utmost assurances that we have no known cases of COVID-19 among any employee or individual supported at ACHIEVE, and we continue to monitor guidance and implement recommendations by Office for People with Developmental Disabilities and Department of Health on an ongoing basis.

The health and safety of our staff and the individuals we serve continues to be our biggest priority, and we don't take the threat of an exposure as anything less than that. Our number one focus has been on preventing the spread of this illness, and in the past few weeks, we've implemented several proactive preventative measures to ensure we're doing all we can to minimize any exposure to our agency.

- Our administrative and clinical teams meet regularly to track the development of the virus and strategize preventive approaches that are in the best interest of those we support.
- Our executive team is in regular contact with state and other provider agencies to monitor best practices and procedures.
- Supervisors reviewed and educated staff on symptoms to be aware of, and expectations of remaining home and quarantining when presenting any symptoms of the virus.
- Staff have been trained and continue to receive guidance on best practices for cleaning and sterilizing their work areas, whether in our core rooms, an office, or out in the community.
- Visitors have been encouraged to make appointments ahead of time, and to cooperate with our three-question screening process that was implemented agency-wide at all sites. Non-essential visits have been discouraged for the time being.
- Individuals living in all our residences will receive in-home essential day supports for a two-week period beginning March 16, 2020, continuing to work on their long-term goals, with technology used to encourage social opportunities.
- Non-essential community outings have been discouraged, including the cancellation of our annual bowling tournament fundraiser.

We will continue to ensure that our teams perform our most concerted efforts to monitor this situation as it evolves and adjust our policies and procedures as recommended by OPWDD and DOH.

We are #ACHIEVEproud, and I'm incredibly proud to see so many different departments across our agency come together during these difficult times to support each other and come up with proactive and creative solutions that ensure the safety of our individuals we serve, their fellow co-workers and our community.

While this situation may seem overwhelming and extraordinary, we at ACHIEVE are doing everything we can to be stewards of safety within our community, and I thank you for your understanding, commitment and support.

Best regards,

A handwritten signature in black ink that reads "Amy Howard". The signature is written in a cursive, flowing style.

Amy Howard, ACHIEVE Chief Executive Officer