



TO: ArchCare Community of Family Members

FROM: Scott LaRue 
President and Chief Executive Officer

DATE: March 4, 2020

RE: Let's keep our community safe, together.

Each day, we are honored to bring compassionate, high quality care to our community of the most vulnerable throughout New York State. We thank you for this privilege and for the trust that you instill in us.

I want to take this opportunity to inform you of our comprehensive system-wide plan in response to the Coronavirus (COVID-19) to keep our community safe, our first and foremost goal. During this time, I want to assure you that we are taking safety precautions as recommended by the CDC (Centers for Disease Control and Prevention) and New York State to protect those we serve and our Care Members (employees).

ArchCare has historically been equipped with a New York State approved Emergency Preparedness Plan, which includes in depth provisions in the event of a disaster that rises to the appropriate level. On Friday, February 28, 2020, ArchCare activated its Emergency Preparedness Plan in response to the Coronavirus (COVID-19).

When visiting an ArchCare facility, one might see new precautionary safety measures at the entrance of our facilities that are in place to keep our community safe. Your cooperation is, of course, very much appreciated.

Our plan is evolving each day as more information becomes available throughout New York State. ArchCare's Emergency Preparedness Task Force meets **daily** in order to assess the latest information. **Responding quickly to this health emergency aligns well with our long tradition of caring prudently and compassionately for everyone in our community.** I assure with the greatest confidence that ArchCare's number one goal is the safety of those we serve and our Care Members (employees).

I have no doubt that our ArchCare community will act as it always does, providing the highest quality of care to our members.

The following resources are in place to best answer any questions that you may have today and in the upcoming weeks.

1. A dedicated resource line with a live team trained specifically to answer your questions. Call our dedicated COVID-19 hotline: 877-239-1998.
Available Monday – Friday, 8:00AM – 8:00PM.
2. A dedicated email address at info@archcare.org with a live team trained to specifically answer your questions.
3. A dedicated resource center has been made available online at www.archcare.org/coronavirus. The situation is evolving rapidly. We anticipate to post frequent updates online as they become available.

Our goal is to communicate information as soon as it becomes available. We will also be posting frequent updates on our social media accounts, website and, of course, we welcome all questions.

How can you help?

If you are experiencing the following symptoms, please **refrain from visiting the facility until you are well and in good health.**

- **Wash your hands** for a minimum of 20 seconds, multiple times a day.
- Fever and symptoms of lower respiratory illness AND in the last 14 days before symptom onset, a history of travel from / to China, South Korea, Italy and Iran.

– or –

- In the last 14 days before symptom onset, close contact with a person who is under investigation for COVID-19 while that person was ill.
- Fever or symptoms of lower respiratory illness AND in the last 14 days, close contact with an ill laboratory-confirmed COVID-19 patient.

If you have immediate health concerns, call 311 within NYC and the CDC info line, 800-232-4636, within Dutchess County. A dedicated resource center has been made available online at www.archcare.org/coronavirus. Thank for your continued dedication to ArchCare and for the privilege of serving your loved one each day.

CC: Hugo Pizarro *Senior Vice President, Chief Experience Officer*
Walid Michelen *SVP Clinical Planning & Innovation, Chief Medical Officer*