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Dear Family Members,

As the Novel Coronavirus (COVID-19) situation in our community changes, The Arc, Oneida-Lewis remains in constant communication with state agencies, including the Office for People with Developmental Disabilities, Department of Health, and our local agencies in Oneida and Lewis Counties. We will continue to comply with the policies and procedures put forth by New York State to protect the people we support, families, and staff, which is and will always be our top priority.

I have updates that we would like to share with you regarding our programs and services as of **Thursday, March 19, 2020**.

**Residential Services: As of Wednesday, March 18th, at 11pm**, The Office for People with Developmental Disabilities (OPWDD) is **mandating a temporary suspension of visitation to all Arc Individualized, Residential Alternatives (IRAs), except when medically or clinically necessary, effective immediately**.

We fully recognize the emotional impact of these restrictions on our families, and offer these alternatives to physical visitation at this time. All our houses are equipped with NVITE Telehealth teleconferencing equipment, which enables you to visit your family member/loved one remotely, through video chat by using your phone/tablet. **If you are interested in setting up a video chat with your loved one, please call 315-982-2063 for instruction**. You may also speak with your loved one on the phone by calling their residence.

We also ask that you consider taking your family member or loved one home to care for them during this time to assist The Arc with any staffing shortages that may arise from this situation.

We continue to follow all recommended guidelines for social distancing set forth by the CDC and New York State. Community outings have been limited, and all non-essential trips will be evaluated on a case-by-case basis. We are encouraging residents to take walks and get fresh air while practicing social distancing recommendations.

We continue to provide Residential Services for the people who live in Arc. All houses have taken inventory of essential supplies, including food and personal care items. The Agency continues to restock those items, and they are being replenished at the homes when needed. Additionally, all houses have cleaning supplies, protective equipment, and hand sanitizer as thoroughly sanitizing each residence is happening daily.

**Day Habilitation Programs and Pre-Vocational Services:** OPWDD has directed the temporary suspension of services at all Day Habilitation, Day Treatment, and Prevocational Services across the state effective no later than **Tuesday, March 17, 2020, by 5pm**. Our Day Habilitation programs and Pre-Voc services remain suspended. No updates on the duration of these temporary suspensions. As soon as that information is made available, we will be sure to communicate that with you.

The Arc will continue to post updates on social media and our website, [thearcolc.org](http://thearcolc.org). We encourage you to email any questions you may have to our dedicated novel coronavirus email address: [COVID-19@thearcolc.org](mailto:COVID-19@thearcolc.org).

Sincerely,



Karen Korotzer  
Chief Executive Officer  
The Arc, Oneida-Lewis Chapter

**MAIN OFFICES**

ONEIDA COUNTY | 245 Genesee Street · Utica, NY 13501 | **315-735-6477**  
LEWIS COUNTY | Lowville Commons · 7550 S. State Street · Lowville, NY 13367 | **315-377-4516**

Steven Gassner · BOARD PRESIDENT  
Karen Korotzer · CHIEF EXECUTIVE OFFICER  
**WWW.THEARCOLC.ORG**