

March 17, 2020

To Our Members and Their Families:

Effective Tuesday, March 17<sup>th</sup> at 5:00 p.m. with the exception of our clinic, self-direction, supportive employment services and residential services, all of The Arc Madison Cortland services and/or programs will be suspended until further notice. Ensuring that the individuals we support are safe and healthy is our greatest concern.

The Centers for Disease Control and Prevention (CDC) have recommended the implementation of social distancing in an attempt to minimize the spread of the virus. We will continue to follow the guidance of the CDC and the Madison & Cortland Counties Department of Health (DOH) to determine when we can safely resume the programs.

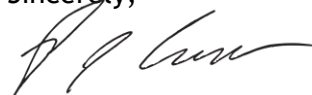
We realize this places a burden on our families. We will do everything we can to support you during this time. We will provide more information as we identify those solutions. To ensure the most efficiency and speed in our correspondence to you, please be sure to check our website for all future updates.

At the time we have no reported cases of COVID-19 in Madison or Cortland Counties. We will notify you if any residents or staff are diagnosed with COVID-19. Should you have any questions, please feel free to contact:

*Amy Hillenbrand, Director of Nursing Services*  
Email: [Amy.Hillenbrand@arcofmc.org](mailto:Amy.Hillenbrand@arcofmc.org)  
Phone: 315-363-3389

For additional information, please visit the CDC's coronavirus disease information page:  
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

Sincerely,



Perry J Courto  
Executive Director