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March 13, 2020

To ABLE, Inc. Family Members:

We know many of you are concerned about the spread of COVID-19 (the new coronavirus) and how it may impact us here at ABLE, Inc. Ensuring your family member is cared for in a safe and healthy environment is our first priority. The Centers for Disease Control and Prevention (CDC) have recommended a variety of steps that we are implementing to help reduce the potential for the virus to spread. However, we need your help in battling COVID-19. Below are some examples of how you can help protect your family member, as well as prevent the spread throughout the community.

At this time, we request that family and friends do not visit the homes/apartments. We are limiting all visitors to ABLE, Inc. homes/apartments unless absolutely necessary. We understand that connecting with your family members is incredibly important, and there are a variety of other ways you might consider communicating with them. These may include telephone, email, text, video chat or social media. If you believe a visit to an ABLE home/apartment is necessary, we request that you contact the Support Coordinator or Residential Manager prior to your arrival.

Please make sure we have your most current, emergency contact information. We want to make sure we efficiently communicate with you should there be any new developments. Please reach out to the Support Coordinator with your updated contact information if applicable.

Please help prevent the spread of infection by exercising proper [hand washing hygiene](https://www.cdc.gov/healthywater/hygiene/hand/handwashing.html) as well as [coughing and sneezing etiquette](https://www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html). If you are experiencing a cough, fever, sore throat, runny nose, and/or shortness of breath, please contact your health care provider.

ABLE, Inc. is following the recommendations of the CDC on prevention steps, including following strict handwashing procedures. We also are staying up to date with the CDC recommendations as they may continue to change. In addition, ABLE, Inc. is in close contact with the local and state health department, and we are following their guidance.

Should you have any questions, please feel free to contact your Support Coordinator.

Sincerely,

Mary Anderson

Executive Director