

Arc of Genesee Orleans Agency Update

May 13, 2020

We are in our 8th week of coping with the COVID-19 pandemic. We have dealt with many changes and circumstances to the very best of our ability. Our staff have done an outstanding job of providing care for all the individuals we continue to serve.

Our residences have followed all the guidance provided by the CDC and OPWDD. The policy of no visitors, unless medically necessary, continues. We have provided face masks for all staff to wear at all times along with daily symptom screenings and temperature checks. As of this writing, we haven't had any positive COVID tests within our facilities (Residential, Day Services, Admin or Business Services at West Main).

We are beginning our planning for re-opening as New York State and OPWDD allows. All of our plans will be founded on the health and safety of our staff and the people we support. Even though we are part of the Finger Lakes Region which has met the state criteria for re-opening, our sector is not in the first phase of opening. Our particular service has not been specifically designated in any of the four sectors; we are awaiting more guidance.

We are very proud of all of our staff who have consistently provided all the supports needed by the people we are continuing to serve. Our day program staff continue to work in our Residential sites to provide services and supports as needed. Our Residential staff are ensuring that individuals are receiving all possible supports and services.

When possible, we are providing supports to community members, while following all CDC recommended protocols.

Our Senior Nutrition services continue in both counties to help insure that the seniors in our communities receive appropriate meals and support good health.

Our business services at our West Main Campus are very busy and we have expanded our hours at the transfer station to meet the demand and insure appropriate social distancing and sanitation.

OPWDD is staying in touch with agencies to help ensure quality services continue to be given.

I want to especially thank all of our staff again for their dedication during this time. Also, sincere thanks to the parents and community partners who have supported us in numerous ways throughout the region.

Please visit our website and Facebook page often to see the wonderful activities that are continuing.

Stay Safe and Healthy!

Donna



#ArcGOSTRONG