



Message from the Executive Director

May 23, 2020

Greetings to The Arc of the South Shore community.

On Monday, May 18th, Governor Baker unveiled his four-phase approach to reopen the economy in Massachusetts, a summary of which can be found at <https://www.mass.gov/info-details/reopening-four-phase-approach>. Phase 1 of the plan began on May 18th allowing manufacturing and construction businesses to begin operations as well as worship services. More businesses will be permitted to open on May 25th, including lab and office spaces, barbershops and hair salons, pet grooming, car washes, curbside retail services, and certain recreation and outdoor activities. Prior to opening every business must meet state outlined safety protocols.

What this means for The Arc of the South Shore varies by program. Any plans we make for getting “programs back to normal” will need to be within guidance from our state regulatory and funding agencies. Operations will be “status quo” for at least the next month or two until the planning process produces guidance for future program operations.

Planning has started for day programs. The state agencies and providers have formed a coordinating committee to create a plan for reopening of day programs. This will be a process and at this time there is no set date for “opening” any day programs.

The Arc programs that are now providing services remotely: Early Intervention, Personal Care Management and Adult Foster Care; will resume home visits only upon guidance from our state regulatory agencies. The date this will go into effect is to be determined.

We will continue to use an isolation staff model at our group homes through June 30. Our plan on July 1 is to resume our typical residential staff pattern. Day hours will continue to be covered by staff assuming residents are not going out for day programs.

The Arc of the South Shore work locations.

Safety protocols and guidance has been drafted and will be distributed to management today. These protocols are to ensure we provide safe environments in all facilities for our employees and clients. This will include a cleaning schedule to ensure all facilities are cleaned and sanitized on a regular basis. It is anticipated that initially most employees will continue to work remotely. The number of employees on site at the same time will be limited and employees will report to work on a rotating schedule. Daily, employees will conduct a self-test for temperature and symptoms of illness prior to arriving at the office. While on site, employees will be required to follow social distancing protocols, wear a face mask and follow proper hand washing procedures.



All employees will be supplied with any additional personal protection clothing as needed.

Our detailed plan will be posted on our website when completed.

We are optimistic about the future. Although, given the nature of our work, transitioning back to the way services were performed prior to the Covid pandemic will be a very slow process for our agency.

There is link to resources on our website www.arcshouthshore.org



Tanya Duncan, Human Resource Director, is available to assist employees with any human resource questions.

Tanya will be sharing with our employees some new webinars from Think HR developed to support employees during this pandemic situation. Some of the topics are:

- **Responding Effectively to Risks**
- **Forging Ahead with Perseverance and Resilience**
- **Contributing as a Virtual Team Member**

You will soon be receiving information on how to access these trainings. I hope you find them informative and helpful!

A message from Tanya:

MAY YOU BE PROUD

OF THE WORK YOU DO

THE PERSON YOU ARE

AND THE DIFFERENCE

YOU MAKE!

All employees working from home have access to their office phone extension voicemail and email. Please feel free to leave a message and someone will get back to you.

Ongoing Updates

Our website is the best place to find the most current information related to The Arc of the South Shore actions in the coming weeks and months.

www.arcsouthshore.org

For the most up to date state information go to www.Mass.gov/2019coronavirus

We are prepared to respond accordingly and navigate through any challenges with our clients, employees and community in the forefront. As this is a rapidly evolving event, we will continue to monitor and communicate information as needed. You are our members, part of our family, ***and together we are getting through this situation.***

Sincerely,

Daryl Cook-Ivan,

Executive Director