

COVID-19 Update

May 18, 2020

I'm writing this letter to share that over the weekend four individuals we support in one of our residential homes as well as two staff members in our organization tested positive for novel coronavirus (COVID-19). I want to share with you our approach as things unfold. In a commitment to transparency tempered with legal requirement for privacy, when we are notified of a positive test, the following is our protocol:

We will/are partnering with the Health Department and Infectious Disease Medical Personnel and following their guidance on notifying others who have been in contact with the person. Any other team member, supported individual, or family of a supported individual who has been in direct contact will be or has been notified. We will also be in contact with the primary care physicians of supported individuals and are following their recommendations. As mandated, we also report this information to our governing bodies (DDA and OHCQ) through their designated incident reporting process.

Out of respect for an affected person's privacy and HIPAA, we do not provide or discuss any specific information about the affected individuals to staff or anyone outside the organization. Our team has done a commendable job thus far, beating all the odds by keeping our positive case numbers down. They are committed to staying focused on providing the best quality support to individuals supported by The Arc SOMD.

The Arc SOMD takes health and safety very seriously. Please understand that we are following the guidelines and recommendations provided by the Centers for Disease Control and Prevention

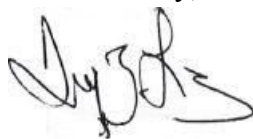
(CDC), which you can reference online at <https://www.cdc.gov/> . To continue safeguarding the health and well-being of our employees and supported individuals, we will:

- Instruct all employees and supported individuals with potential exposure to stay home and self-quarantine for 14 days, in accordance with CDC guidelines. They will not be permitted to return to work until their medical provider and The Arc SOMD has approved their return.
- Perform a thorough cleaning and sterilization of the affected site. The Arc is also increasing our daily cleaning efforts by wiping all counters with antibacterial wipes, as well as disinfecting any and all handles, floor and bathrooms continually as the areas are used throughout the day.

If your loved one is in one of our residential homes, we know how hard it must be to stay apart and we encourage you to stay in contact. In most cases we are able to set up virtual face to face communication using phones with FaceTime or similar programs. We may also be able to set up a virtual session for you via the online platform, Zoom. You are also welcome to visit the home as long as you contact the house manager to schedule and agree to the social distancing procedures they will outline for you.

If you have questions about anything outlined in this letter or any other concerns about your loved one please don't hesitate to reach out to us. Thank you so much for your patience and understanding as we navigate these unprecedented times.

Sincerely,



Terry Z Long
Chief Executive Officer