



## Update Re: COVID-19 Action Plan

May 11, 2020

Dear Clients, Families, and Caregivers,

The last eight weeks have been very difficult for everyone. From everyone here at The Arc of San Diego - **thank you for your patience**. What initially began as a relatively short three-week closure has changed into a much longer closure of our six main locations than we originally anticipated. We continue to await further guidance and information regarding our shelter-in-place order from the state and county health officials. Although some low risk businesses and services are beginning to reopen for face-to-face services, we are not considered a low risk business.

These are challenging times and all of us are impacted by the measures to protect us from COVID-19. We are grateful for the outpouring of support from individuals who have stepped up in incredible ways. We received financial donations as well as equipment and supplies that allow us to continue to meet our mission supporting and empowering people with disabilities.

Under the current conditions, we are providing services remotely to clients who are enrolled in our Early Intervention Services, Adult Day Programs, Work Activity Centers, and Community Inclusion Services.

Our staff continues to do a great job of keeping in touch with clients, providing support to our clients and families, and conducting activities remotely. If you are interested in receiving remote services and have not yet been contacted please reach out to staff contacts included on list below or email us at [info@arc-sd.com](mailto:info@arc-sd.com). We would be happy to get these set up for you as soon as possible.

We are beginning to prepare for the re-opening of our sites. Although we do not yet have an official date as to when services at these locations will resume, we are making preparations for our clients to return. Due to COVID-19, we are reviewing how we will need to modify the structure of our programs in order to keep our clients and staff healthy and safe. We are currently reviewing our needs and will be extremely vigilant in our sanitization practices, the high utilization of personal protective equipment (masks, gloves, etc.), the need for social distancing, and testing and screening for all signs of illness to prevent any spread of COVID-19.

As we prepare for re-opening, we are asking you about what steps you believe are necessary for us to take to assure the safety of the people we serve and our staff. We are interested in better understanding your needs.

[Below is a link to a survey to help us gather more information about your need during this current time as well as in the near future.](#)

<https://www.surveymonkey.com/r/TPJS3T5>

**We would appreciate you responding by Monday, May 18<sup>th</sup>. It should only take a few minutes and your feedback is critical to our re-opening plans.**

We look forward to resuming services at our center locations and are committed to taking every precaution necessary to ensure the safety of our clients and staff. The date for re-opening the center locations has not yet been officially determined, but we plan to continue having our center locations closed through May 2020.

Please do not hesitate to contact us if we can be of any assistance to you or your family during these challenging times. We await the re-opening of our centers and look forward to welcoming everyone back!

Warm Regards,  
Anthony J. DeSalis, Esq.

To learn more about remote services or any specific questions regarding your client's programs and services, please contact staff below:

Melanie McCoy, Senior Director of Adult Day Services & Area Director of Sulpizio Family Center, East County Training Center, and North Shores Vocational Center  
(619) 993-8095 (Direct) or MMcCoy@arc-sd.com

Liana Dolbaia, Area Director of The Sol and Ruth Gerber Family Center  
(414) 324-2177 (Direct) or LDolbaia@arc-sd.com

Laura Orcutt, Area Director of North County Training Center  
(619) 838-6756 (Direct) or LOrcutt@arc-sd.com

William Hatton, Manager of Work Activity Center  
(619) 646-5312 (Direct) or WHatton@arc-sd.com

Valentino Separa, Director of Community Inclusion Services  
(619) 704-5504 (Direct) or VSepara@arc-sd.com

Becky Thaller, Director of Early Intervention Services  
(619) 962-9672 (Direct) or BThaller@arc-sd.com