



March 11, 2020

Hopewell Center Consumers and Families,

As we continue to closely monitor the situation with the COVID-19 virus, I want to communicate with you the preparations and plans we are undertaking to deal with this health emergency. As always, our primary concern and focus is assuring the well-being and safety of our consumers, families and staff. We are well aware the status of this virus is changing rapidly. Each day we are monitoring numerous websites including the World Health Organization, Centers for Disease Control, Indiana State Department of Health, Family and Social Services Administration, Madison County Department of Health and City of Anderson to assure we are informed on the latest information and recommendations from health professionals.

To mitigate the risk of spreading germs, we are being vigilant in our efforts to wipe down all hard surfaces at least twice daily with antibacterial cleaning agents. Staff and consumers are participating in multiple trainings and webinars on COVID-19, cough etiquette, proper handwashing techniques, universal precautions and signs and symptoms of the virus.

Our staff are truly AMAZING! There is no panic or fear here. All staff are calm as they continue to provide services and supports to our consumers reassuring them they are safe. While we are extremely busy behind the scenes doing preparations, we are emphasizing the importance of remaining calm and continuing our normal routine.

We are well aware that not every sneeze, cough or fever is an indication that a person has COVID-19, we will ask that consumers attending any of our service programs that happen here at our 53rd St campus not participate if they are experiencing any significant symptoms. Also, if your family member is over age 65, or younger but has underlying health conditions, you may want to consider not having them attend for a period of time. While we expect to continue our normal schedule, if conditions worsen and we decide we must stop specific services for a time, it is critical that you have a backup plan ready for your family members' care if we cannot provide workshop or other daily services here at our 53rd St facility.

For those who are in our residential (Group Homes or Supported Living) settings, we are prepared and ready to provide continual care as needed as we progress through the uncertainty of this outbreak.

If your family member receives services in your home, please be sure to notify us if any member of your household is experiencing symptoms so we can work with you to reschedule your home service once family members are symptom free.

We know this health crisis will require a team approach and we thank you for your partnership and cooperation as we move ahead. As always we are here to answer questions or address your concerns so do not hesitate to call or reach out to us.

Thank you,

A handwritten signature in black ink that reads "Connie Kurtz". The signature is written in a cursive, flowing style.

Connie Kurtz, Executive Director
Hopewell Center, Inc.