



#### Executive Management

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March 18, 2020

Dear Parents, Guardians and Stakeholders:

The people we support and our staff are doing well in the homes. We have shifted some resources that I will describe below to better meet the needs of the people we serve and our staff in the event that we experience a significant workforce shortage. We do have supplies and food on hand that will last for four weeks and continue to re-stock daily. We have plans to deploy resources to homes as necessary.

The one area of concern in terms of supplies is the availability of Emergency Protective Equipment. We do have a supply of masks, but if several programs required them, we would be challenged to maintain a supply. This situation is industry-wide, and we are in a little better shape than most. The Commonwealth's Coronavirus Command Center has a stockpile that will be mobilized to high-need areas. This will likely be an ongoing concern and it has been voiced to our partners in state agencies.

As of this writing, we do not have any staff or person receiving services who have been classified as presumptive positive or have tested positive. We have safeguards in place that have been recommended by The CDC and DPH. We will continue to update practices according to the most up to date recommendations. Our Director of Health Care Services, Jennifer Cullinan, NP, is the organizational Pandemic Response Coordinator. She has been shifted to be a direct report to me during this period.

Today, we have temporarily re-organized our program's management infrastructure. We have moved all Quality Assurance and Training staff to have more direct roles in programmatic oversight. This will lighten the workload and program oversight for our Program Directors, Vice Presidents, and Chief Program Officer. We are also assessing resources available from other service divisions that may be able to provide staffing assistance in our Adult and Children's residential programs.

Many parents have been asking if there is anything they can do to support our programs during this period by volunteering or providing resources. We have received very generous donations over the past week and they are all appreciated. In terms of volunteering or having meals delivered – or anything else you may want to inquire about – please contact Betsy Roche via email [BRoche@amegoinc.org](mailto:BRoche@amegoinc.org). She will coordinate these activities with program staff.

Lastly, we will be offering our staff and stakeholders opportunities to communicate directly with some of the leadership team through virtual meetings using ZOOM as the hosting platform. The first stakeholder meeting will occur Thursday March 19<sup>th</sup> at 5:30pm.

The link to this meeting is:

Topic: Family and Stakeholder Meeting

Time: Mar 19, 2020 05:30 PM Eastern Time (US and Canada)

Join Zoom Meeting

<https://amegoinc.zoom.us/j/746397376>

Meeting ID: 746 397 376

One tap mobile

+13126266799,,746397376# US (Chicago)

+16465588656,,746397376# US (New York)

Dial by your location

+1 312 626 6799 US (Chicago)

+1 646 558 8656 US (New York)

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+1 669 900 9128 US (San Jose)

Meeting ID: 746 397 376

Find your local number: <https://amegoinc.zoom.us/u/asS79u4yz>

Thank you,



John Randall

President and Chief Executive Officer