



Monday, March 16, 2020

**American Training's Family of Friends, Parents, Guardians and
Guests, Residents and Students We Proudly Serve.**

Dear Friends,

Effective end of day, Monday, March 16, 2020, American Training will close all Day Service Programs, including Mobile Crews, Vanway Transportation, and all LARE Institute Classes. We will keep you informed when we know of a re-opening date. This continues to be a fluid situation and we will change and adapt as necessary. Please refer to AmericanTrainingInc.com for updates.

All Residential, Shared Living and Individual Support Services will continue to be fully serviced as usual.

As you know, over the years, we have built a culture of **WOW! Magic**. Simply put, it is our way going over and above what is expected to deliver an outrageously memorable experience for those we serve. That same emphasis on extraordinary customer service also extends to how we are responding to the current outbreak of the coronavirus.

We have put a plan in place to exceed the recommendations of the CDC and health officials of the Commonwealth of Massachusetts. In line with our **WOW! Magic** culture we are placing the same emphasis on extraordinary customer service and attention to the safety and health of every member of our American Training Family.

We have designated Maxine Pierce, R.N. (978-423-1213) as our medical contact person if you need to ask a specific medical question regarding the well-being of your loved one. Maxine and her Team of Nurses know each of our Guests and Residents personally and will continue to respond to them with the compassion and attention afforded to any "family" member.

We are well aware that the Coronavirus (COVID – 19) outbreak has been unsettling and worrisome. Compounding any uncertainty is the fact that conditions and expectations have changed daily, and in some cases, hourly. Be assured that every professional at American Training is fully committed to protecting the health and well-being of every person we serve. The following gives you an idea of the measures we have implemented:

- All potential visitors to our Residential homes are being asked to postpone visits at this time.
- Residential Homes and Vehicles are cleaned following recommended sanitizing protocols.
- Strengthened emphasis on core and fundamental good health practices such as reminders to thoroughly wash hands, use of hand sanitizers at all homes and locations, cleaning of surfaces and utensils before meal preparation, increased cleaning of bathrooms, etc.
- Increased emphasis on the care and cleaning of wheelchairs and other adaptive equipment used by our Guests and Residents.

- Suspension of all community activities that involve large crowds and excessively used public spaces and venues.
- Work with business partners to ensure plentiful supplies of cleaning and toiletry supplies.
- Stocking up of food supplies, medication and other essentials at all locations.
- Twice daily temperature/fever checks at our Homes.
- Identification of Guests and Residents with high risk factors such as respiratory illness, heart disease, over age 60, etc. and the development of special protocols for these Individuals.
- Instructions to Colleagues that if they have had direct contact with anyone who has received a positive COVID-19 diagnosis or becomes symptomatic (fever, coughing, shortness of breath, or difficulty breathing) to stay home, seek medical care, follow the advice of their medical practitioner, and to let their Supervisor know immediately.
- Communication and coordination with the Commonwealth's Department of Developmental Services (DDS) Area Office and Regional leadership on a regular basis. We are also in contact with our other State partners such as the Massachusetts Rehabilitation Commission, Department of Children and Families, and the Department of Transitional Assistance (DTA).
- Contact with the Department of Public Health (DPH) if we identify any person with the Coronavirus and follow their guidance.

We want you to be aware that these are among the many significant preventative measures we have taken to protect the health and well-being of those we serve.


In addition to these precautions, we could also use some help from you. If you or your loved one has been diagnosed with the coronavirus or are showing any symptoms, we ask you to please notify us immediately. Please do not visit our Residences.

We ask that you support us by re-enforcing good hygiene practices at home with your sons, daughters and other loved ones such as washing hands regularly and thoroughly and cover your mouth if coughing.

I am confident that together we will successfully meet this extraordinary challenge and come through it with a renewed and stronger sense of Family. Because that is who we are at American Training.

Stay Well!

Wishing You Our Very Best from the Entire American Training Family.



Thomas M. Connors,
President/CEO