



March 10, 2020

Dear Able ARTS Work Clients and Staff, Care providers and families,

As a valued member of the Able ARTS Work family, I appreciate the trust you place in us and our staff with your son/daughter or client.

In the current health environment, it's important for all of us to operate in our daily routines in a manner of mindfulness, vigilance and to be smarter and more conscious. That's why I want to personally update you on the situation with COVID-19 (the coronavirus) and the steps we are taking to ensure your health and safety in your daily routine services with Able ARTS Work.

For more over 3 decades, AAW has been preparing for such a scenario. As Community Care licensed services, we have strong relationships in place with health experts including the Centers for Disease Control (CDC), Department of Developmental Services (DDS), regional centers and local health authorities community/city wide. We are in constant contact with them to make sure our policies and procedures meet or exceed their guidelines.

Operations are our lifeblood. We've learned from past experience with outbreaks like bedbugs, and scabies, and have continually refined and improved our ability to protect our clients. That includes the way we use universal precautions, the high concentration of bleaching procedures in our cleaning process, how we sanitize our instruments, tools, vehicles and surfaces between client use and how we respond if a client is displaying cold-like symptoms with our sick policy.

A full report on the measures Able ARTS Work is taking to help our staff and students have a healthy daily service experience is attached. It outlines our expanded cleaning and disinfecting at our environments; distribution of hand sanitizer, hand washing, etc. to help staff and students stay clean.

We request that we work as a team to please practice transparency and vigilant communication together in case we notice our clients, especially those who cannot express themselves, becoming ill to assist and support them and follow quarantine guidelines to minimize possible exposure.

To ensure you always have access to the latest information and guidance, we are available to discuss with you our protocols on the COVID-19 situation that is continually being updated with cleaning policies and actions we're implementing to keep everyone safe, ways to stay healthy while receiving services, and changes to our service schedules and information. **Integrity is one of our core values, and we are committed to keeping you fully informed as the situation evolves.**

While we're committed to providing you with information you need to make informed decisions around your AAW services we also understand the need for flexibility based on your individual circumstances. To make sure you can participate with confidence, we're offering flexible services and schedules (eg use of technology), and we've also put out a call to work with, in response to guidance from the State Department.



We understand that in today's world, participation in support services for individuals with disabilities is fundamental to our business and our lives, which is why it can't – and shouldn't – simply stop. I believe in Able ARTS Works mission of Love Before Learning-Learn for Life and creating opportunities to transform lives is never more important than at times like this. Let's stay calm and work together.

Thank you for your continued trust in Able ARTS Work, and I look forward to seeing you in my own participation at our events throughout the year.

Sincerely,

A handwritten signature in black ink, appearing to read 'Helen Dolas', with a long, sweeping horizontal line extending to the right.

Helen Dolas
Founder CEO
Able ARTS Work