



March 10, 2020

To: Parents/Guardians and Caregivers of the Individuals LIFESPAN serves
From: Ken D. Fuquay, CEO/President LIFESPAN
Re: COVID-19 Response

As you are aware, the world health community continues to monitor, track and combat the emergence of the COVID-19, commonly known as “Coronavirus disease 2019.” We want to assure you that LIFESPAN is monitoring the situation consistently and we are taking every precaution to protect your loved ones, our ambassadors and the programs and services we provide.

First and foremost, we must maintain a safe environment for the individuals we support and our ambassadors. We need your help! [Please review this guide from the CDC.](#)

- If your loved one is sick, keep them home.
- Wash hands frequently with hot soapy water for at least 20 seconds.
- Cover mouths when coughing by using tissues or into the elbow. Be sure to discard the tissue in the trash.
- Avoid others who are sick with respiratory symptoms, fevers and coughs.
- Frequently clean touched surfaces.

Additionally, LIFESPAN is increasing efforts to disinfect surfaces such as telephones, keyboards, door knobs, table tops, etc.

The NCDHHS has also provided guidance on [considerations of people with disabilities and other access and functional needs](#) for COVID-19. It also important to prioritize your overall health and wellness and taking steps to reduce stress and anxiety. [Tips to reduce](#) stress include trying to keep things in perspective, getting the facts from reliable sources, communicating with your children or family and loved ones and keeping connected with your support system.

Worse case outcome, if the spread of the contagion cannot be mitigated; if we are unable to maintain sufficient staff and/or if the state mandates, we may be forced to close our programs for a short period of time. This is not a static situation; it changes almost hourly. The LIFESPAN team is monitoring the situation and will make decisions that are in the best interest of the individuals we serve and our ambassadors.

We welcome your questions, comments and insight. Please contact our COO, Christopher White at 704-763-5276.

Thank you.