



RMS Development, Inc.

MAIN OFFICE

808 FOUR ROD ROAD P.O BOX 7333 KENSINGTON, CT 06037
PHONE: 860.828.8635 FAX: 860.828.3912 WWW.RMS-INC.ORG

Dear Family and Friends,

I am writing to provide some information on the RMS response to the Coronavirus/COVID-19 outbreak. This is a serious health risk for all citizens. We are taking the outbreak very seriously because of the fact that RMS serves many vulnerable people who would be at a higher risk if they were to contract this virus.

In light of the current health crisis facing our communities, RMS understands that the individuals we support, as well as their families and loved ones, may have questions about the services we provide and our efforts to keep everyone safe and healthy. We have been receiving daily communication from the State of CT Department of Developmental Services, which serves as an ongoing guide to navigating this evolving situation. In addition, we are making every effort to remain aware of and follow all CDC, state and federal guidelines.

Please be assured that RMS continues to be committed to providing consistent, quality, positive supports to those we serve. Our leadership team is communicating daily to address a wide range of issues, including: maintaining appropriate levels of staff coverage in our programs, triaging health concerns among those we support to ensure they are addressed in the safest and most appropriate manner, and ensuring that our staff remain supported and well-trained to provide quality services. In addition, our leadership is communicating routinely with our workforce to provide them with current information, direction and guidance.

Steps we are taking include:

- We have issued protocols for staff to perform extra cleaning and hand washing to reduce the risk of transmission of any virus at the homes.
- We have eliminated recreational trips in the community where there would be interaction with the public.
- We have acquired additional supplies to help the homes that face a shortages in their local stores.
- We have a supply of masks and gowns to meet initial needs if a person in the home has the Coronavirus/COVID-19.
- We have ordered additional protective equipment. We have issued special protocols for when employees are sick to reduce the risks of them working with the Coronavirus-19.
- We are restricting RMS staff from working in multiple homes unless we deem it an emergency.
- We are restricting non-essential visits to the homes by administration and support staff.
- We have protocols for keeping employees out of the homes if they have increased risk due to recent travel or are ill.

DDS has issued an order for restricting family visits for 30 days. We will work to support people to call or face-time with families to maintain connections. The order is attached. DDS has also committed funds to cover the increased cost associated with the Coronavirus/COVID-19.

I can assure you we are working hard to keep people safe during this challenging time. While I cannot guarantee that the virus will not affect people supported by RMS, we are tirelessly working to minimize the risk and adjust to the changing situation. Everyone at RMS will be working hard to keep people as safe as we can during the coming weeks

Thank you,

MERIDEN OFFICE

1065 BROAD STREET • MERIDEN, CT. 06450 • PHONE 203.238.9584 • FAX 203.238.1483

PROSPECT OFFICE

91 WATERBURY ROAD • P.O BOX 7224 • PROSPECT, CT. 06712 • PHONE 203.758.0213 • FAX 203.758.0937