



March 16, 2020

North Coast Community Homes' Family,

As we come together as a nation to confront the COVID-19, NCCH is moving quickly to put contingency plans into action. We are continually evaluating these plans and adjusting as necessary, as circumstances change. The safety and well-being of our residents, our employees and all who come in contact with NCCH is our top priority.

To that end, effective Tuesday, March 17, 2020, and until further notice, we have taken the following actions:

1. Nearly all staff members are being asked to work remotely.
2. Those who must remain on premises to ensure the continuity of our mission and operations, are taking strict precautions as recommended by the CDC to remain healthy and avoid contact with individuals who may have been exposed to the virus.
3. With regard to home maintenance requests, our team will be completing **emergency work orders only**. Residents and providers have been informed about this policy. We will continue to complete work orders on vacant properties and outside work. When entering a home for emergency work that cannot wait, our team will adhere to strict procedures as guided by the CDC.

One of those procedures will be for our maintenance teams to wear protect face masks and gear in and around the home. Please let your loved one know. This is for the protection of residents as much as it is for the protection of the employee. Those handling emergency work will also have special instructions for sanitizing prior to entering our homes.

We remain vigilant and are committed to following the guidance of local, state, and federal government, the CDC, public health authorities, and medical experts to maintain a safe environment for our individual residents and a safe workplace for our employees.

We remain steadfast and committed to our mission. Please visit our website for the latest updates on our response to the pandemic.

Sincerely,

Chris West  
President & CEO

P.S. Do we have your latest e-mail, phone, and address? Please contact Shannon Hill, (216) 365-2619 or [shill@ncch.org](mailto:shill@ncch.org) to verify your information that we have on file or to update us with the best way to contact you.

***Where people with disabilities thrive***