March 19, 2020

Dear Arc friends and families:

Over the last few weeks, we have all seen the unfolding of an unprecedented public health crisis is called the Corona virus 2019 (COVID-19). Our hearts go out to the many people who have been affected by the disease.

The Arc New Mexico first and foremost cares about the health and well-being of our clients and family members. This week we initiated a proactive plan for addressing the health and financial needs of our clients, while at the same time taking into consideration the health and safety of our employees. This is why at the beginning of the week we closed our office to the public until further notice. We will ensure our clients will still receive the care and services related to their benefit payments and trusts. Staff and programs that have direct contact with our clients will follow the guidance from the Developmental Disabilities Services Division (DDSD), and conduct visits with them via phone, email, or video conference.

Understanding that this public health crisis is changing daily, we will stay in touch often, and we encourage stakeholders to monitor state and national public health websites for the most up-to-date information and guidance.

Following the advice provided by the CDC and the New Mexico Department of Health: please stay calm, wash your hands for 20 seconds, and please avoid unnecessary gatherings of more than 10 people. Best advice - stay home!

Take care,

Veronica Chavez Neuman