



68a West Passaic Street
Rochelle Park, NJ 07662
Phone: (201) 843-3427
Fax: (201) 843-3639
www.NCFL.net info@ncfl.net

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Re: **UPDATE - Coronavirus (COVID-19)**

Dear Parents, Guardians, and Staff,

I am writing to provide you updated information regarding NCFL's efforts to monitor and respond to the rapidly changing situation surrounding the novel coronavirus (COVID-19) outbreak. Please be assured that senior leadership at NCFL continues to actively follow developments with the goal of protecting the health and safety of all the individuals we serve as well as our staff.

While there continues to be no cases of coronavirus at NCFL, we are adjusting our approach to the situation as it evolves and will continue to do so in the coming days and weeks. We have increased our disinfection intensity, frequency, and diligence both in our residential facilities and day program. Our staff are also working with our clients to remind them of proper personal hygiene including thorough hand washing.

Additionally, out of an abundance of caution, we ask that you refrain from visiting your loved one(s) at any of our facilities and defer to a future date, if you meet any of the following criteria:

- You have signs or symptoms of a respiratory infection, such as fever, cough, shortness of breath, or sore throat.
- If in the last 14 days, you have had contact with someone with a confirmed diagnosis of COVID-19, or under the investigation for COVID-19, or are ill with respiratory illness.
- If you have traveled internationally within the last 14 days to countries with sustained community transmission. (At this point in time these countries include: China, Iran, Italy, and South Korea.)
- If you reside in a community where community-based spread of COVID-19 is occurring.

If you do visit, please note that you will be asked to sign-in and out and provide contact information where you can be reached should we determine subsequent to your visit that you may have been exposed to the virus during your visit. We will also at that time provide you with information about contacting us should you become symptomatic in the 14-day period immediately following your visit to one of our facilities.

I know that this is an unprecedented event for many of us. I continue to keep the health and safety of our clients and staff as my priority. I will continue to keep you informed as circumstances change.

Sincerely,

Steve Setteducati
Chief Executive Officer