



MEMO: Participants, Parents, Caregivers  
FROM: Michael Maybee  
DATE: April 7, 2020  
RE: **Watauga Opportunities - Facility Services Pause due to COVID-19 (Coronavirus)**

I hope this finds all of you and your family safe and well.

Due to the continued confirmation of COVID 19 diagnosis's in Watauga County, the potential further spread of this virus, and the very **vital need to keep our essential manufacturing facility producing sample collection vials used in COVID 19 test kits**, we are **pausing the delivery of facility based services at our WOI manufacturing facility in Boone after today. This facility service pause will begin tomorrow April 8, 2020. We will re-evaluate the continued need for this service pause by April 30<sup>th</sup>.**

- Per the Governors' order our IDD services through VAYA and NC Vocational Rehabilitation **are designated Essential Service** as such we have developed and are developing various virtual service options from simple phone contact to virtual meeting options individually and in groups. **If you choose to receive these virtual services, we will be available for you.** Your program Director or Manager will be in touch during this service pause via phone and email regarding implementation of these service options, and will keep you updated on further developments including our eventual reopening of services at Watauga Opportunities in Boone.
- During this service pause **we will also continue to pay any participant who worked at WOI their average amount earned every two weeks.** The first of these checks will be sent April 17 for the period 3/30- 4/10.

**I encourage you and your family to continue taking all the proper precautions while home including:**

- **Please limit Visitors** during this pandemic, **no hand-touch greetings**, encourage other greetings.
- Anyone with fever of **100** or higher a sustained cough or sore throat should seek immediate medical attention.
- **PLEASE follow strict physical distancing guidelines**, no closer than 6 feet!!!
- Encouraging everyone **to avoid touching their eyes, nose, and mouth.**
- Appropriate **hand washing and sanitizing throughout the day.**
- Encourage all to **cover cough or sneeze** with a tissue, then throw the tissue away (**Do not cough into hand**).
- **No non-essential trips** to locations **other than outdoor areas for walks** etc. per the Governors order.

We are very proud that at WOI Boone **we are assembling and packaging the sample collection vials used in the actual COVID 19 test kits and lab testing.** Those sample collection tubes you see being used in news stories showing are assembled and packaged right here in our plant. We have received orders for 750,000 and another for 1 million this week, and orders for other vials used in lab testing. The end **customers are CDC, NIH, LabCorp** and other testing labs. **We take this very serious and are proud of the important role we are playing in the United States war against COVID 19.** As such **WOI manufacturing will continue to operate as an essential business per the Governors' order.**

Lastly I'd like to remind you much valuable and **accurate** information on COVID-19 is also available at **[ncdhhs.gov/covid19](https://ncdhhs.gov/covid19)**. Due to inaccuracies, I highly recommend you avoid social media for information regarding this situation. We will **continue to monitor the situation daily** and will keep you informed as this situation evolves.

Stay safe and stay well!!