



MEMO: Participants, Parents, Caregivers  
FROM: Michael Maybee  
DATE: June 26, 2020  
RE: **Watauga & Ashe Opportunities – Reopening Facility Services July 6, 2020**

I hope this finds all of you and your family continuing to be safe and well, we certainly miss all of you, and have been looking forward to the day we could write this Memo!

Watauga and Ashe Opportunities will be **reopening for facility-based service on Monday July 6th, 2020.**

- Keeping in mind the three W's; WAIT, WASH, & WEAR, we are finishing preparation for reopening through the following measures; posting numerous appropriate signage, developing and marking traffic flow patterns, developing and marking seating patterns, all to assure social distancing. We have tripled cleaning staff with **sanitizing occurring continuously throughout the day including all touch surfaces. Boone restroom fixtures have been converted to touch free. Staff are required to wear face masks and as appropriate face shields. Participants will be expected to wear masks as tolerable, WOI has masks available as needed.**
- All staff are screened for temperature, symptoms and exposure potential daily as entering. **When participants enter they will also be screened for symptoms and potential exposure, including temperature with no touch thermometers.** Staff will assist participants with mask wearing, hygiene, and social distancing as they arrive, depart, and throughout the day. **Any trips will be limited to safe socially distant outdoor locations. Vehicles are sanitized after each use & passengers will be socially distanced.**
- **We will let you know next week regarding county transportation options. Please call Melissa in Boone and Joye in Ashe with further questions regarding reopening. We look forward to everyone's return!**
- Per the Governors order our IDD services through VAYA and NC Vocational Rehabilitation continue as Essential Service. **Our twice a day Zoom meetings and phone contacts, which have proven quite popular, will continue for those who choose to still stay at home. If you would like to join or continue Zoom meetings or phone calls, please contact your program Director, Melissa at Boone or Joye at Ashe and let them know.** They will also keep you informed of further reopening plans for both Boone and Ashe locations.
- During this service pause, as you know, **we have continued to pay any participant who worked at WOI or AO their average amount earned every two weeks. The 6th of these checks is enclosed with this memo. 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 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.

Lastly I'd like to again remind you much valuable and **accurate** information on COVID-19 is also available at [ncdhhs.gov/covid19](http://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 our reopening evolves.

Stay safe and stay well!!

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