



*Serving Children and Adults with Intellectual and Other Developmental Disabilities for 70 Years*

June 5, 2020

Dear AHRC Suffolk Individuals, Families and Staff:

**PAUL TORRES**  
*Executive Director*

As of today, we are in our fifth week of individuals in residence being symptom-free with no new positive cases of COVID-19, while being in our fourth week respectively for staff. This is something for which everyone should be commended. Our vigilance cleaning and using PPE continues to be critical. Let us not let our guard down. Continue to do the great work!

**OFFICERS**  
**John Smith**  
*President*

As has been said before, OPWDD inspections of our residences are coming. They will assess our adherence to proper procedures for infection prevention and control, health status monitoring and that the utilization of appropriate cleaning supplies and PPE are being maintained. Stay the course!

**Joseph Zifchock**  
*Treasurer*

We have given our highly deserved praise to all our Direct Support Professionals, Day Hab staff and Nurses being heroes on the front lines. We are in awe of your commitment and dedication. This week, I would like to shine a light on all of the incredibly amazing behind-the-scenes staff who have been instrumental in supporting the whole agency, going above and beyond to keep things running effectively and lending a hand wherever they are needed.

**Joseph Cassarini**  
*Secretary*

**DIRECTORS**

**Deborah Pflieger**

Our Maintenance Department not only keeps our buildings running efficiently, they have been vital to our residences throughout this pandemic delivering food and PPE, buying groceries to minimize exposure to front line staff and even helping out with building a raised garden. Our Cleaning Crew has been meticulously cleaning and disinfecting our spaces and buildings so we can worry less and focus more on the task at hand. Our Kitchen Team has been providing staff and homes with rich sustenance to fill our appetites so we can continue the work.

Our Finance Department has been playing the crucial role of giving program real-time feedback facilitating the agency to run smoothly. Their work goes unseen but is truly essential to the agency and all staff. Our Clerical Department is keeping files and records updated and organized and are constantly supportive, ensuring that everyone is at their best. Our Human Resources Department has been critical in keeping us informed and was instrumental in designing our extraordinary pay. Their work in finding new team members to join our mission continues even during this time. The Training Team has been extremely creative in carrying on our need to onboard new staff, guiding them in our practices, procedures and mission. They have likewise found innovational ways of sustaining ongoing training.

Those working Reception are our gatekeepers, ensuring our offices are safe by consistently screening anyone who walks through our doors and by making sure no one comes in without a face cover. They also take the time to support individuals through encouraging phone calls, always keeping the lines of communication open. Our Development/Public Relations Team is making sure we are not the community's best kept secret. They keep us inspired through sharing stories and photos of achievement and joy, and help to keep us all connected. Our Printroom/Mailroom continues their important work of getting the word out and keeping the flow of mail to and from the office and residences going.

Our Quality/Compliance Department continues to support us in our excellence and ensures we stay on the proper course as we navigate through this uncharted territory. Our IT Department has been working non-stop to keep us connected. They have facilitated our ability to work remotely and they have been outstanding in reconfiguring workstations to improve social distancing of office staff. Their speed and efficiency has made the process seamless. Our Clinical Department bolsters us all as we cope with our losses – loss of loved ones, loss of connections, loss of routine... they are there for us through it all.

Our School Team has taken a can-do attitude and reinvented themselves as visual media geniuses, engaging their children in creative and innovative ways. Our Administrative Department is the backbone of the agency and the shoulders on which we all stand taller. Every day they perform the heavy lifting of keeping our eye on our mission.

I am so incredibly proud of all of the devoted AHRC Suffolk staff who have stood together in solidarity during this extremely challenging time. Your devotion to individuals, families, agency and mission has been the driving force in our successes. Words cannot do justice to the gratitude I feel for what we are accomplishing as a team during these times. I take heart that we are #Inittogether.

Stay well and thank you for all that you do,

Paul H. Torres  
Executive Director



Your gift to our COVID-19 Relief Fund helps us purchase personal protective equipment, provide expanded medical and mental health services, increase our technology, and so much more. To donate, visit [www.ahrcsuffolk.org/covidrelief](http://www.ahrcsuffolk.org/covidrelief) (donations, marked Covid-19 Relief Fund, can also be mailed to the address at the top of this page)