March 11, 2020

Dear Friends -

A Wider Circle has been closely following the developing COVID-19 (coronavirus) outbreak as well as precautions being taken across our area to contain the spread.

Those we serve - individuals and families seeking our support for basic need items, workforce development, or other forms of assistance - are some of the most vulnerable in our communities, especially during this time. We know from our work with individuals and families that some have compromised immune systems, underlying and chronic conditions, and no insurance or regular health provider. This outbreak will impact their health and daily lives - resulting in a greater level of need - and we will do everything we can to be extra supportive. At the same time, we are going to protect staff, clients, volunteers, and all with whom we interact.

Please note that as an organization we aim to remain open, serving our clients. We will follow Montgomery County Public Schools in terms of closures. We will announce any closures of any of our sites on all of our social media accounts and our website. Additionally, we will post physical signs at all of our office locations and update our phone messages to reflect this change. During any closure, team members will be checking and responding to phone and email messages as we are able to do so.

Serving individuals in our many programs involves having hundreds of people coming into our spaces each day. Furniture, household goods, market supplies, and professional clothing pass through several hands before being loaded onto a truck or packed into a bag. Precautions and adjustments to our processes during this time are critical. For these reasons, it is important to connect directly with you to share more about the measures being taken to keep all whom we serve and all with whom we interact healthy and safe.

We will continue to monitor recommended practices from local and state Departments of Health, the CDC, and the WHO, and are immediately increasing efforts such as:

1. Ensuring easy access to hand sanitizer at the entrances to each of our spaces and having a robust stock of soap and sanitizer at all handwashing sites across our facilities.
2. Coordinating with our cleaning company to ensure deep cleanings and careful attention to touch points and disinfecting during their midday and evening cleaning shifts.
3. Intensifying and improving the way we clean and sanitize our facilities on a daily basis, including regularly disinfecting and wiping down touch points such as light switches, door knobs, and flat surfaces.

A Wider Circle’s Center for Community Service: 9159 Brookville Road, Silver Spring, MD 20910 • www.awidercircle.org
Mailing Address: 4808 Moorland Lane, Ste. 802, Bethesda, MD 20814 • CFC # 21120 • ph. 301.608.3504 • fax 301.608.3508
We understand, however, that some of our clients, volunteers, donors, and other stakeholders may not feel comfortable visiting our space during this time. The following options have been put in place for all who interact with us: the

- **Clients:**
  - If clients request rescheduling out of underlying risk factors or concerns, we will do so. If we close, we will reschedule all clients and seek to do so on a modified operations plan to allow for additional appointment slots in coming months, instead of an extended wait.
  - As we will share with everyone; if you are sick, if you have recently traveled outside the United States, or if you have had contact with anyone with expected exposure to the coronavirus, please help us prevent the spread of the illness by rescheduling for a later date. We will work together to determine a future date for your service.

- **Volunteers:**
  - While we are always happy to have volunteers support our efforts, if any volunteers would like to defer and reschedule time with us, we ask to please let us know.
  - If you are sick, if you have recently traveled outside the United States, or if you have had contact with anyone with expected exposure to the coronavirus, please help us prevent the spread of the illness by rescheduling for a later date. We will work together to determine a future date for your service.

- **Donors who drop off items at our Center:**
  - For as long as our Center is open, we will accept donations. A staff member or volunteer will greet you and support unloading items from your vehicle as normal.
  - If you are sick, if you have recently traveled outside the United States, or if you have had contact with anyone with expected exposure to the coronavirus, please help us prevent the spread of the illness by bringing your donations at a later date.

- **Donors from whom we pick up items:**
  - We will contact you, as per normal procedure, to confirm your pick up. If you are uncomfortable with keeping your appointment, we would be happy to reschedule and will seek to do so as efficiently as possible when you are ready.
  - If you are sick, if you have recently traveled outside the United States, or if you have had contact with anyone with expected exposure to the coronavirus, please help us prevent the spread of the illness by rescheduling your pickup for a later date.
We will monitor the situation closely and continue to take guidance from the experts. We will operate with the safety of staff, clients, volunteers, and all with whom we interact in mind as we move ahead.

Thank you for your continued trust and support of our mission. Please do not hesitate to reach out to us with any questions or concerns that you may have about our processes as we move ahead. We will continue to keep you updated.

Wishing you all health and safety,

Mark Bergel, Ph.D.
Founder & President/CEO
A Wider Circle