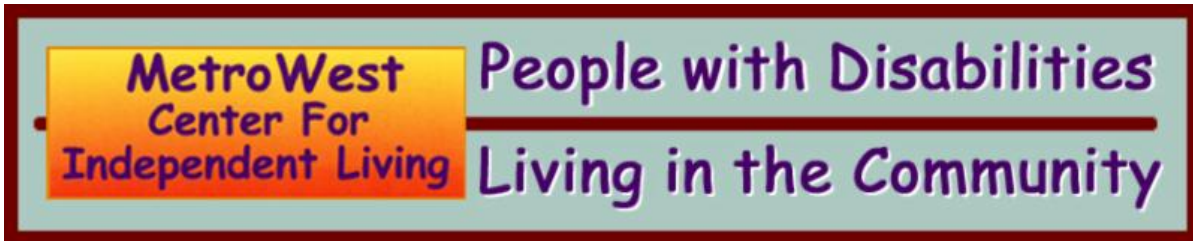


March 17, 2019



## Changes in MWCIL Office Procedures during Coronavirus Pandemic

Due to the COVID-19 pandemic and in accordance with [recommendations from the CDC](#), MetroWest Center for Independent Living is making some changes to protect the well-being of our consumers and staff. As of Tuesday, March 17, the following policy changes are in effect until further notice:

- MWCIL staff are being asked to implement Social Distancing. What this means is effective Tuesday March 17, 2020 the office will be closed for the next three weeks, with the exception of essential personnel. We will not be having appointments, scheduled or un-scheduled (Walk in), taking place at our office during this time.
- Face to face meetings with staff will only occur with scheduled appointments for which staff will call with you to confirm and ask a few questions that we have been advised by our funders before visiting you. For some of our programs we will be making minimal in person visits only as absolutely necessary.
- Skills training will continue via video chat, telephone, or email until it is deemed safe to return to in-person meetings. We apologize for any inconvenience and will do everything we can to help you as much as possible during this time
- All in-person events at MWCIL are canceled until further notice. This includes our Board & Committee meetings, and group workshops.
- MWCIL direct service staff will be working remotely from outside of the office. This will cause a few changes. Please have patience as we implement these and learn together.
- During normal business hours, from 9am to 5pm, the phones will be answered by administrative staff. We will do everything in our power to ensure that messages are relayed to the appropriate staff person.
  - Staff not in the office will not be able to directly answer phone calls. To reach your skills trainer by phone after business hours leave a voicemail message on their extension, as all staff will still have access to their voicemail and can return calls during business hours.
  - Staff may return calls from a number you are not familiar with or an unlisted private phone number so please consider answering your phone from an unlisted number if you are expecting a return phone call from us.

- All staff have access to email outside of the office so please consider contacting them that way.

The wellbeing of our consumers is our highest priority, and MWCIL will remain open for essential personnel during our regular business hours, unless otherwise announced. If you are having difficulty reaching your IL coordinator and require additional assistance, please email [info@mwCIL.org](mailto:info@mwCIL.org) and this will be looked into as quickly as possible. This is a very challenging time for our community and MWCIL will be there to assist you as much as we possibly can while doing everything we can to protect the health of our consumers and staff.

Sincerely,

Paul Spooner, Executive Director

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