



DATE: December 9, 2016

MEMO TO: Program Participants, Family Members, Caregivers, & Providers

FROM: Audra Burd, Executive Director, The Arc of Volusia, Inc.

IN RE: Drop-Off and Pick-Up Procedures

Purpose: *The health and safety of the individuals receiving our services and that of our employees is our primary focus. In an effort to minimize non-agency staff from accessing the building throughout the day a new procedure has been developed and will begin being followed January 1, 2017.*

In order to minimize traffic and non-employee access to the building, an Arc employee will greet the program participants at the door upon arrival. They will be checked in at that time by our attendance person.

At the end of the day an Arc employee will bring the program participants outside upon their transportation provider's arrival and check them out at that time; however, Arc employees are not responsible to assist people in and out of the vehicles.

Please be advised that our doors will not be open until 7:30 a.m. and all program participants should be picked up no later 3:00 p.m.

The front doors will remain as the main access point at the Daytona campus between the hours of 7:30 a.m. to 9:00 a.m. Anyone arriving after 9:00 a.m. to drop off or pick-up early should report to the main office in Building 1.

The side doors at the DeLand campus (Doors #1 & #2) will be used to drop off program participants prior to 9:00 a.m. and pick-up after 1:00 p.m. If you are dropping off after 9:00 a.m. or picking up early, then please go to the front office and an Arc employee will assist you and notify the appropriate program area.

We appreciate and thank you for your assistance. Please contact Jill Sanzo or Julie Bluel with questions.

Thank you.