

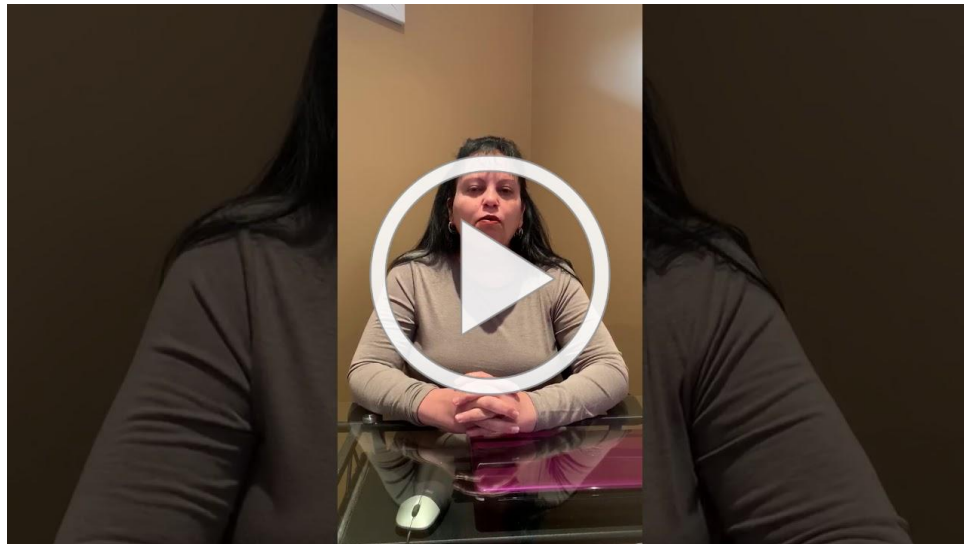
The Latest News from
Astor's CEO Yvette Bairan
on the COVID-19 Pandemic



To Our Astor Family and Community,

In order to do our part to flatten the curve against COVID-19, all our facilities except one have been closed for the past three weeks. During this time, our leadership and staff have worked tirelessly to continue providing support and treatment for current and new clients in Hudson Valley and Bronx.

Our Residential Treatment Programs in Rhinebeck have remained open as it is the temporary home for 48 children. We have insured that these children maintain virtual contact with their families. To assure the health and safety of children, and staff, we provide Personal Protective Equipment (PPE) to staff and have increased the frequency at which we clean and disinfect our facility.



Yvette Bairan shares a message of thanks

In the past two weeks, we have:

- Launched our Astor Client Hotline (Toll Free) 1-866-ASTOR01
- Launched a webpage dedicated to Astor's Response to COVID-19
Visit www.astorservices.org/covid_19/
- Transitioned more than 95% of our staff to work remotely
- Provided Telehealth services to over 2,700 clients, and 85% of clients have already scheduled more Telehealth services.

- Accepting new clients
- Provided PPE to Residential Staff Members
- Set-up a daily conference call with Astor Leadership
- Hosted two Town Hall Meetings for entire Astor Staff

We know that times are tough, but there are still reasons to smile...



On March 25th, our Red Hook Head Start hosted a virtual snack time with 6 of their children (and their families), 3 teachers and the Center's Director. They had snack together and spoke about what they have been doing while at home.

One child said, “When can we come back to school?” The teacher gave him honest reassurances that we will all be back together as soon as we can. She told them to be sure to see the activities, songs and reading time on our Instagram page.

Please visit our web page, www.astorservices.org/covid_19, which provides comprehensive information to you, our Astor Family, about how you can continue to support our children and families during this crisis.

With hope,

A handwritten signature in black ink that reads "Yvette Bairan".

Yvette Bairan
Chief Executive Officer

www.astorservices.org

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