

March 17, 2020

Follow these tips to stay safe from COVID-19, no matter where you are



- Wash your 
- Stay  if you are feeling 
- Shop  for  
- Stay    away from others
- Avoid  of more than **10** people
- If you  , disinfect surfaces, increase ventilation

Dear Colleagues,

As we continue to monitor the impact of Coronavirus – COVID-19 - our continued concern remains for the health and safety of each of you and every individual we serve. We are continuing to meet and/or discuss daily as a senior leadership team and update our response. I want to let you know of additional steps we are taking today to help everyone remain safe and healthy.

- Effective immediately, and in adherence to the CDC guidelines, we are limiting the number of people in any group to ten, including staff.
- We are requiring staff and clients to observe social distancing in ALL situations to reduce the risk of contracting or spreading illness. This is defined by limiting face-to-face contact and maintaining six feet distance from others, at all times, even if they do not appear to be ill.
- Our Chief Operating Officer, Tiffany Cole Hall, is collaborating with program leaders to finalize our customized quarantine plans for all our residential programs in Developmental Disabilities, Housing and Addiction Recovery Services. These plans will be shared with the staff as it pertains to their area.
- For the safety and health of our staff and clients in our residential programs, we will monitor temperatures daily. Residents will have their temperature taken each morning. Children will have their temperature taken again in the evening. Employees will have their temperature taken at the beginning of their shift.
- A staff person will be sent home if their temperature is 100.4 degrees or higher, as recommended by the Director of Homeless Services at Family Health Center--Phoenix Health Care for the Homeless in Louisville.

- Employees who cannot perform their current assigned duties have a wonderful opportunity to help us with critical needs in other areas of our agency. We have several residential programs that need your help. We have identified opportunities in our Developmental Disability homes, Unity House, Freedom House and Shelby Men's Recovery Center. You and your supervisor will be discussing the opportunities available.
- Staff who cannot perform their current assigned duties may also utilize vacation or personal time they have available while they are unable to work. If you are unable to work due to illness or to care for a family member who is ill, you may use sick time as well. Employees who have used all paid time off available will need to take unpaid leave at this time.
- Working from home is an option for staff on a case by case basis. The Senior Team has identified positions in which an employee is able to work from home. To work from home, you must be able to fulfill the job duties of your position in the same manner as it would be completed if you are in the office.
- We continue to emphasize hygiene and managers will be responsible for promoting and monitoring cleanliness and hygiene in the workplace as well as monitoring social distancing for staff and clients. Handwashing is still the best way to not spread the virus. This video link shows you how to effectively wash your hands.
<https://www.youtube.com/watch?v=d914EnpU4Fo&feature=youtube>. Please share this video with clients in all residential settings.
- Following the health protocols provided in our most recent communication regarding employees who are experiencing symptoms of illness is absolutely essential. Employees are not to report to work if they are experiencing a fever and/or acute respiratory illness symptoms.
- Staff who are sent home or do not come to work due to experiencing symptoms of a fever and/or acute respiratory symptoms are to contact the COVID-19 Hotline number below for your state and advise your supervisor of their response. If you have a question about whether you have been exposed or are at high risk you may also contact the hotline. Some staff have used these numbers and have reported it was very helpful.

Kentucky 800-722-5725

Indiana 877-826-0011 (New Number)

Tennessee 877-857-2945

West Virginia 800-887-4304

Thank you again for your attention to these very important health and safety guidelines and your dedication to our mission. We know this is a difficult and entirely new situation. We are adapting quickly, meeting frequently, and I am so grateful for everyone's work, commitment and understanding so far.

I will continue to provide regular updates of our response and plan to host a special D2 call early next week. In the meantime do not hesitate to reach out with any questions or concerns.

Jennifer Hancock, LCSW | President & CEO