



To: All Carey Services Employees, Individuals Served, Families, and Partner Stakeholders  
Copy: Board of Directors  
From: Jim Allbaugh, President/CEO  
Date: March 16, 2020 (last update March 5, 2020, March 11, 2020, and March 13, 2020)  
Subject: ADDITIONAL ACTIONS TAKEN AND CHANGES TO SERVICES: Coronavirus (COVID-19)

To reinforce, there is no higher priority than the health and safety of the individuals we serve at Carey Services and employees who work at Carey Services as we continue to navigate through the risks of the Coronavirus (COVID-19). The purpose of this communication is to update employees, individuals served, family members, and other close stakeholders of additional actions (in addition to those announced on March 11<sup>th</sup> and March 13<sup>th</sup>) being taken to prevent the spread of COVID-19 to operations at Carey Services.

**What is Carey Services doing and what decisions have been made since the last communication** (it is important to know, these actions, and those in previous communications are subject to change and end dates may be adjusted according to public health conditions from time to time)?

**EDUCATION, SAFETY, AND PRACTICE:**

- All cash handling in the accounting office (i.e. “Business Office”) will be done with gloves.
- The accounting office will coordinate with Operations programming to help facilitate the staggering of individuals served coming to Building A to prevent large groups from congregating in one location.
- “High concentration” work areas (i.e. with multiple workstations in close proximity) are being scrutinized and evaluated for potential case-by-case alternate work situations. Please see your supervisor with questions regarding your work location.
- Programming staff are inventorying Personal Protective Equipment (PPE) and sanitizing resources at facility-based and residential-based operations to assist staff to have resources for multiple needs of individuals served.

**MEETINGS AND CONTINUED SOCIAL DISTANCING EXPECTATIONS:**

- Whenever possible, and through April 3<sup>rd</sup>, routine meetings and general routine general office communication should occur via phone call using office extension lists for communication. If a longer duration meeting is required, Carey Services subscribes to “GoTo Meeting” and can make that available for business purposes on a request-by-request basis to April Scott. When a face-to-face encounter is needed or required all in that encounter must practice social distancing and hygiene practices recommended by the World Health Organization (WHO), U.S. Centers for Disease Control and Prevention (CDC), and our local health authorities.

**SPECIFIC SERVICE CHANGES, ROUTINE OPERATION CHANGES, AND SUSPENSIONS:**

- During New Hire Orientation classes through April 3<sup>rd</sup>, an onsite, multi-building tour will not occur.
- Face-to-face Annual Refreshers (CPI, CPR, etc.) are postponed/suspended through April 3<sup>rd</sup>. Those impacted will be notified, and make-up dates will be communicated at a later date.

**TRAVEL AND OUTINGS:**

- Trusting family members of individuals served are heeding travel warnings and restrictions, we are encouraging family members who may travel out-of-state to facilitate a 14-day self-quarantine of their loved one/s who is/are served by Carey Services.
- Similarly, it is desired that employees be diligent and avoid non-essential travel to other counties in Indiana where there are confirmed COVID-19 cases whenever possible.

**FURTHER VISITATION RESTRICTIONS:**

- Beginning March 17<sup>th</sup> through April 3<sup>rd</sup>, visitors are not permitted at any 24-hour Supported Living (i.e. Community Living) location and certain identified Supported Living locations as identified by the Director of Community Living and the Chief Operations Officer. In instances where regulatory requirements must be met, entrance and clearance for those who we must allow to enter will be restricted to preserve the health of those locations (proper sanitizing, no direct contact with individuals served, etc.). Use of technology (Skype, Facetime, other options) should be considered to keep in contact with family, friends, and other supports.

### **INDIVIDUALS SERVED SYMPTOM MANAGEMENT AND IDENTIFICATION:**

-Effective immediately, and through April 3<sup>rd</sup>, an “entry temperature test” will be required for “non-Carey residential” individuals (those coming from ResCare, family homes, etc.) served in Day Services settings. Additional temperature tests may be taken during a day.

-If a temperature reading is more than 100 degrees, an individual will be required to stay home. If the temperature is determined at a service site or in public otherwise, the individual will be required to quarantine in-place until return home is arranged. An individual must be fever free for 48 hours before returning to Day Services.

### **EMPLOYEE SYMPTOM MANAGEMENT AND IDENTIFICATION AND CLEANING WORK STATIONS:**

-Employees continue to be encouraged to self-monitor as each of us knows our bodies and our health best. Please be reminded that Carey Services serves vulnerable individuals. Please report to your supervisor if you have symptoms consistent with COVID-19 or if you have been directly exposed to someone who has a confirmed COVID-19 diagnosis, and please report what you plan to do to help others to stay healthy.

### **IF YOU ARE SICK WITH COVID-19 OR SUSPECT YOU ARE INFECTED WITH THE VIRUS:**

- **Avoid public areas and public transportation**
- **Stay away from others as much as possible**, especially people who are the most at risk such as older adults with multiple medical problems and those with a weakened immune system
- **Seek prompt medical attention if your illness** is worsening such as difficulty breathing and call your doctor or healthcare facility before you seek care.

Please be reminded, the Board, Leadership Team, and the Safety Committee members at Carey Services are paying close attention to what is happening with COVID-19 in Indiana, and more specifically, closer to home in Grant and surrounding counties. Carey Services officials are actively monitoring information available from the World Health Organization (WHO), the Centers for Disease Control (CDC), Indiana State Department of Health (ISDH), our local health departments, and our state trade association (INARF).

Thank you for working together to allow for a safe and healthy environment for employees and those we serve. Questions or comments about the response Carey Services is taking to COVID-19 can be directed to me at [jallbaugh@careyservices.com](mailto:jallbaugh@careyservices.com) or 765.668.8961 (ext. 102).