



To: All Carey Services Employees, Individuals Served, Families, and Partner Stakeholders
Copy: Board of Directors
From: Jim Allbaugh, President/CEO
Date: March 17, 2020 (last updates: March 5, 2020, March 11, 2020, March 13, 2020, and March 16, 2020)
Subject: ADDITIONAL ACTIONS TAKEN AND CHANGES TO SERVICES: Coronavirus (COVID-19)

The Carey Services COVID-19 Response Team continues to have daily communication to support creating the best and safest environment for everyone. With the rapid pace of change surrounding the pandemic, it is imperative that the people we serve and employ receive these continued communications when changes are needed. By now, I hope you know, the health and safety of those we serve and those we employ is and will be the first priority with decision making regarding this unprecedented situation.

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 11th, March 13th, and March 16th) being taken to prevent the entry and spread of COVID-19 to operations at Carey Services. Please know, it is important to note the Response Team did not reach these and previous decisions and actions lightly, and it is important to note that actions in this communication and previous communications are subject to change as we continue to hear 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).

What is Carey Services doing and what decisions have been made since the last communication (see <https://www.careyservices.com/covid-19-response/> for previous communications)?

YOU ARE CARED FOR:

- Please review the Employee Assistance information emailed to you today, and please take advantage of those resources.
- If you have individual needs or extra support needs in these trying times, please reach out to Rebecca in Human Resources to see how you can best be supported to get access to assistance.

MAIN CAMPUS BUILDING ENTRY RESTRICTIONS:

- Effective March 18th through April 3rd, entrance will be restricted to one entrance point for Buildings A, B, and C at the Marion main campus. All entrants will be required to use hand sanitizer upon entry, and entrants may be observed for symptoms associated with COVID-19. The main entrances will be used for Buildings A and C. Door 14 will be the designated entry door for Building B. Please know, badge access will be disabled for all other doors during the period of this action. For specifics, please see the email sent to the Building A, B, and C email listserv.

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

- Effective immediately, and through April 3rd, all Group Home individuals served will remain at home versus attending Day Services
- Effective immediately, and through April 3rd, Wellness Coordination will be completed via remote technology and via telephone / face-to-face visits are suspended for this duration
- As Day Services individuals served choose to stay home or are identified as needing to remain home rather than receive services in a facility setting, the programming team is evaluating the health status and needed supports in Day Services versus the benefit of and necessity of remaining at home.
- As staffing needs change in Day Services, impacted DSPs who routinely were working in Day Services settings will be reassigned to cover and/or support Residential/Community Living shifts and individuals served.
- Department Heads will be working to identify the limited amount of non-DSP positions at Carey Services that have job assignments and tasks such that a "work from home" scenario is possible. Supervisors will still be required to schedule daily work assignments, and those situations must be approved, in advance, by a Senior Manager. Supervisors have temporary approval through April 3rd to balance "work-at-home" functions with available PTO without a needed FLSA status change.
- Early Head Start and Day Service classrooms will be consolidated whenever the program Director believes this is required to maximize service to individuals served and the utilization of staffing resources in those areas.

NON-CAREY BUILDING RESTRICTIONS:

-Effective March 18th through April 3rd, those served by outside partners (Benchmark, ResCare, etc.) will be remaining at their own residential provider setting and will not be attending services at Carey Services.

SHUTDOWN PROCEDURES AND PLANNING:

-In the event of a mandatory shutdown, the Response Team is evaluating the planning and required steps to be taken to maximize care for people served and how any announced shutdown would impact employees. This planning specifically includes understanding what is needed to assure individuals served and their support staff receive the needed tools to have access to funding for grocery shopping, medical needs, etc.

EMPLOYEE SYMPTOM MANAGEMENT AND IDENTIFICATION:

-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.

-CLARIFICATION RETURNING TO WORK AFTER BEING FEVER FREE: Returning to work, “fever free after 48 hours” should be interpreted to mean 48 hours being fever free without medication that reduce fevers.

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.

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 or 765.668.8961 (ext. 102).