



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

The Carey COVID-19 Response Team met today, and we continue to meet daily. This communication updates employees, individuals served, and other stakeholders of the following actions (in addition to those at <https://www.careyservices.com/covid-19-response/>) being taken to prevent COVID-19 risk to at Carey Services:

What is Carey Services doing and what decisions have been made today?

YOU ARE CARED FOR:

-Please refer to resources shared in previous communications to support employees during this time.

SELF REPORTING OF COVID-19 AND PROPER COMMUNICATION CHANNEL:

-It is important we all work together to make sure only accurate information is communicated, and that employee and individual served confidentiality is respected during this time and always. I have appreciated and valued hearing your concerns and ideas. Please do not be a source for rumors, especially during this time. If you are hearing rumors about alleged COVID-19 diagnosis please communicate with your supervisor so accurate information can be communicated.

OUR CAREGIVING RESPONSIBILITIES FOR THOSE WE SERVE IN THEIR HOMES:

- DSPs who routinely work in Day Services settings (and potentially other employees) will be required to cover and/or support Community Living/Residential shifts.
-The following message was communicated to our local health department and emergency management, and it is important I communicate to you how we are sharing the needs our mission drives: “Many of the individuals depend completely on our Direct Support Professionals (DSPs) to care for them. For many, we are their family, and for most who we serve in residential settings, they live together with other individuals with similar care needs. For many, their care in these times is wholly dependent on us having Direct Support Professionals with them during their time of need. There are many who cannot live alone without the support of a DSP.” Executing our mission for individuals we serve in our Medicaid Waiver Homes and Group Homes is super important. I know we have a dedicated team of DSPs! This is a tough time, where employees will be asked to work different shifts, with some different roles, and even foregoing PTO they might otherwise wish to request. Please be reminded that a supervisor can deny a PTO request, and PTO requests will be more highly scrutinized during this pandemic, with a focus on the care our individuals need and deserve.

EMPLOYEE SYMPTOM MANAGEMENT AND IDENTIFICATION:

-Please refer to previous communications regarding your need to self-administer and monitor your temperature.
-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.

OUTSIDE CONTRACTORS:

-Additional, outside contractors are being informed to suspend their services through April 3rd on site at Carey Services facilities (Chatterbug, Intrasect, JG Bowers, etc.).
-The cleaning crew for the main campus is being required to institute additional sanitizing and cleaning procedures.

It continues to be true that the health and safety of those we serve and those we employ is the first priority with decision making regarding this unprecedented situation. The Carey COVID Response Team does not reach these and previous actions and decisions lightly. Previous communications explain all of the different entities being used to make determinations, and that will continue.

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) – That number will forward calls to my cell phone at all times.