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Ascend Services, Inc. CORONAVIRUS (COVID-19) COMMUNICATION 3/14/2020

As all of you are aware, there are increased concerns about the Coronavirus (COVID-19) being reported daily on the media and through updates from organizations like the CDC (Center for Disease Control and Prevention). Businesses, organizations and communities are trying to determine how they can best prevent the spread of this illness. Ascend Services has been following updates from the CDC, and will continue to follow their recommendations as well as any recommendations that may come from local health departments. We want to keep our clients and employees safe, and cooperate in helping to limit or prevent the spread of this illness. Our plan is to remain open at this time.

Here is how we will communicate:

- Staff members will receive regular updates through memos. We will post a printed copy of the email updates in each front office and lunchroom.
- Updates will be posted to the Ascend Services (www.ascendservicesinc.org) for clients/families/general community.
- Initially, we will send a printed message home with people we serve, in our facilities and in the community. This message will tell people how to get information and updates.

This issue requires all of us to take personal responsibility for our actions, to prevent illness from spreading. Information about COVID-19 is changing daily, so please continue to watch for updates from Ascend Services.

Right now, Ascend Services is emphasizing the following:

PERSONAL PRECAUTIONS/PREVENTION EFFORTS

- Wash your hands often with soap and water for at least 20 seconds. Use hand sanitizer if you do not have soap and water. Wash your hands when you first get to work/programming, before and after you eat, and before and after you have direct/close contact with another person.
- Cover your nose and mouth when you cough or sneeze and then throw the tissue away. If you do not have a tissue, cough or sneeze into your sleeve.
- Avoid touching your face, mouth, eyes, nose, etc.
- Stay home if you are sick.

- If you are not sick but have a person in your home that has a confirmed case of COVID-19, or if you are aware that you have had contact with anyone that has a confirmed case, report this immediately to Ascend Services and plan to stay at home until further advised.
- People who report to work or programming who have symptoms such as fever, cough or shortness of breath will be sent home.
- Immediately notify Deb Keil/Director of Social Services or Barbara Nack/Human Resources if you become aware of any suspected or confirmed cases of employees/clients so that we can take necessary steps to prevent further spreading the illness.

CLEANING FACILITIES: We are also emphasizing cleaning and sanitizing our facilities. Our maintenance crew will be asked to focus on sanitizing frequently touched areas and public areas. Each department will be required to do additional sanitizing within their areas on a regular basis throughout the day. More communication will follow regarding what to clean, how to clean and what products to use.



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TRAVEL: If you have travel plans in the near future, we ask that you review your plans and comply with CDC recommendations (<https://www.cdc.gov>). At this time, the CDC recommends that people at higher risk of serious illness avoid cruise travel and non-essential air travel. If you do choose to travel, please know that it may become necessary for you to self-quarantine at home for 14 days prior to returning to work based on where you have traveled. Employees should contact their supervisor if they self-quarantine. Employees who travel to destinations that are categorized as high risk (such as Level 3) will be required to self-quarantine for 14 days before returning to work. This would include if you travel to any areas that become categorized as Level 3 within 14 days of your return home.

MEETINGS: We are encouraging all meetings with outside providers, businesses, community partners to be done via telephone or zoom.

COMMUNITY EMPLOYMENT: You will need to follow the policies and practices of the business or location you are visiting/working. If you have questions regarding the settings in which you work, please contact: • Deanna Genske, Executive Director • Deb Keil, Director of Social Services • Dale Cayemberg, Director of Operations • Marcy Salm, Director of Financial Operations • Barbara Nack, Human Resources Manager

SUMMARY If you have questions regarding any of the information above, or have additional concerns that have not been addressed, contact one of the above individuals. They will be the primary communication team as we work through this issue as an organization. Thank you for your cooperation.

Respectfully,

Deanna Genske

Executive Director