



Memo

To: LifeLinks CLASS Families
From: Jean Phelps
Cc: Angie Otieno, Thompson Stephens
Date: April 2, 2020
Re: Preventative Measures in LifeLinks CLASS Group Homes

Dear LifeLinks CLASS families:

In the light of the rapid development of community spread of COVID-19, we are implementing a new policy that requires all staff in our group homes to begin using personal protective equipment (PPE) – specifically face masks and gloves – on a regular basis. We will begin rolling this equipment out today and are aiming to have all of group home staff utilizing PPE by the end of the day on Friday, April 3rd.

This new policy from the COVID-19 task force is in addition to the preventative policies we have already put in place at our group homes, including temperature and wellness checks and visitor restrictions – to put a more significant barrier between the virus and our residents. The unfortunate reality is that the risk of the virus entering any one of our homes is greater now than ever before due to the marked increase in community spread.

We are hopeful that in certain cases, utilizing masks and gloves now will help to sensitize residents who may struggle with – and be upset or confused by – staff wearing masks and gloves. Our dedicated group home staff and managers will do their best to make this a more comfortable transition as we move through the next several weeks of the evolution of the COVID-19 pandemic.



As always, if you have questions or concerns, please bring them to the attention of your group home manager. You may also reach out directly to Angie Otieno, director of residential services (aotieno@lifelinksinc.net), or to Thompson Stevens, assistant director of residential services (tstephens@lifelinksinc.net).

Please know that everyone at LifeLinks CLASS is working very hard to support your loved ones in the best manner possible during this unprecedented time. The health and safety of all our group home residents is our number one priority.

Thank you for your understanding, and I wish you and your entire family safety and security during this most difficult of times.

A handwritten signature in black ink that reads "Jean Phelps".

Jean Phelps, CEO