



A LETTER FROM OUR CEO

Hello to all of the members of the RISE family, people we support, employees, funding partners, and other stakeholders. This letter is to inform you of RISE's most recent and upcoming actions in response to the current COVID-19 situation. RISE is diligently working with the Health Departments and Government Agencies in each of our five states and the Center for Disease Control (CDC) to monitor and respond to the COVID-19 situation as it evolves. RISE is implementing pandemic response best practices in the interest of the individuals we support, our valued employees, and the greater public health. As such, RISE will be changing some of our service delivery models to comply with CDC guidance. The changes are as follows:

1. RISE will be closing all of our congregate care/site based programs until further notice as of Wednesday, March 18th. These include:

- Day Programs
- After School Programs
- In School Programs

The CDC and several of our State agencies have issued guidance that all events exceeding 50 or more individuals be cancelled for the next eight weeks. Additionally, schools have been closed in almost every area across all of our states. The majority of these programs routinely exceed 50 people at a time in a congregated area which is why we will be closing them during this time. We will be keeping the programs open for one more day on Tuesday March 17th in order to allow individuals and staff to make appropriate arrangements. Programs will not re-open on Wednesday March 18th and will remain closed until further notice. Please see **alternative options for cancelled services below** for more information on how RISE will continue to support the people in these programs as well as our employees through this closure. RISE is committed to continuing to serve our mission of creating opportunities for and with people throughout this crisis.

2. RISE will be recommending limiting visitors to all of our programs to essential visits only. This is part of the best practices recommended by the CDC.

3. RISE will be utilizing telehealth, web, or phone visits wherever possible. Additionally, we will be re-scheduling in home visits as far out as we possibly can as allowed by our contracts in an effort to minimize risks to families and people we support.

4. RISE will be temporarily implementing a temperature monitoring policy for all staff at residential and congregate care/site based programs on any days in which they remain open until further notice. The policy is attached at the end of this communication. This policy is being implemented in accordance with best practices being recommended by the CDC to control transmission of COVID-19.

5. RISE has already implemented and will continue to utilize all best practices being recommended by the CDC in regards to sanitation, hygiene, and personal protective equipment (PPE) utilization, and disease transmission avoidance.

6. RISE is committed to continuing all services, but we are making these changes in service delivery to make sure that we are doing so in the safest environments possible.

ALTERNATE OPTIONS FOR CANCELLED SERVICES

For the people we support:

RISE will be offering to provide these supports to you at home. This applies to all individuals regardless of if you live in a residential home with RISE, a residential home with another provider, or at your own home. Your local RISE personnel will be in contact with you to help arrange these supports. RISE is recommending that people stay home and practice social distancing in accordance with CDC guidelines.

For our valued employees:

RISE is committed to you during this difficult time. We understand that closing these programs could potentially create catastrophic financial consequences for our employees. Luckily RISE is blessed after 34 years in business with substantial resources that can help us support our valued employees in this unprecedented time. We will be taking the following steps to help ensure the employees in these programs can still make a living during this time.

- You will be paid for all hours that are currently scheduled.
- RISE will reschedule as many of your hours as possible providing these services in individual's homes.
- If there are not enough hours re-assigned to support people at home RISE will be offering available hours to you in other RISE programs.
- In the event RISE cannot find enough hours for you to fill hours you are currently scheduled for as of today, we will pay out the difference in hours by giving you additional sick leave. This will not require you to utilize any current sick leave you have accrued.
- This will only apply to hours that are currently schedule, however, RISE will be monitoring and evaluating this situation on a weekly basis. Our desire is to take care of our RISE employee family to the best of our ability and to continue our mission of creating opportunities for and with the people we support and for our employees and their families.

Thanks to all of you and please stay safe and healthy,



J Auer

CEO RISE

COVID-19 EMERGENCY POLICY

Policy Overview:

RISE Services, Inc. takes seriously the obligation to ensure the health and safety of the people who we support, many of whom have medical vulnerabilities. We also take seriously our obligation to ensure the health and safety of our employees, contractors, and affiliates. This policy outlines an emergency procedure that is being initiated for residential and day service programs in response to the emerging COVID-19 pandemic and related public health guidance.

EMPLOYEE TEMPERATURE READINGS UPON REPORTING TO WORK

Employee Temperature Procedure:

1. Immediately when a RISE employee reports to work at (or visits within the scope of their work) a RISE day service or residential site, the employee's temperature will be taken by a manager, designee, or peer witness.
2. Employees at all levels of the organization will follow this procedure.
3. If temperature readings are observed to be at or above 100 ° F the employee will immediately be sent home for the day.
4. If an employee is sent home, everything the employee touched or had contact with (doorknobs and surfaces, etc.) will be immediately sanitized.
5. Area assistant directors and directors will be notified anytime an employee is sent home, due to exceeding the established temperature threshold.
6. Sites are encouraged to use digital tympanic (ear) thermometers with disposable sheaths or proper sanitization after use with each person.

Time Off:

1. If an employee is sent home for having a temperature at or above 100 ° F, or if the employee self-discloses a temperature at or above 100 ° F and avoids coming to work, the employee will be paid for their scheduled shift for that day.
2. If the employee returns for their next shift and is still showing a temperature at or above 100 ° F, the employee will be sent home again and encouraged to contact their personal health professional for testing. Starting with the second consecutive shift employees will need to use any accrued sick leave to cover missed shifts. If the employee does not have adequate sick leave they can contact HR who will work with them on a case-by-case basis to get them the appropriate leave they need.
3. If an employee refuses to have their temperature checked, they will be sent home and will need to use their available paid sick time or vacation time.

EMPLOYEE SUSPECTED OR CONFIRMED COVID-19 INFECTION

1. All employees should continue to follow RISE's sick leave policies when illnesses arise, including providing appropriate and timely notification, finding shift coverage, and punching leave accruals to cover the absence. *Please see Employee Handbook and Sick Leave Policy in Paycom for additional details.*
2. RISE management and HR must be notified immediately when an employee has a presumptive positive or confirmed case of COVID-19.
3. RISE must immediately contact the case manager or services coordinator for people receiving services who had contact with the employee when he or she may have been contagious. RISE management is expected to follow ODDS reporting requirements. Please note that this does NOT include giving the employee's name. It currently includes discussing the location of the confirmed illness and information about individuals in care who may have been exposed to the employee.
4. RISE must follow any directives given by the Public Health Authority or a qualified medical entity that apply to the worksite.
5. RISE must maintain compliance with OSHA standards. If questions arise, management is expected to contact OSHA to request technical assistance in answering health and safety questions.
6. RISE managers are expected to follow all applicable State and Federal regulations as the situation is addressed.
7. RISE management and HR will develop a plan that addresses any necessary communications as well as risk mitigation and containment strategies (which will include any directives given by the Public Health Authority).