

March 16, 2020

Dear Balance Parents/Guardians and Community Members:

I want to provide you the current status of the position of Balance in response to concerns about the coronavirus.

At Balance we are taking this threat very seriously as we work with a high-risk population. We believe our homes and program locations are clean, well-stocked with all supplies and outside exposures are highly controlled. We will continue to ensure the safety, health and well-being of all our participants and staff. We will be keeping open communication with updates relating to our plans on staying ahead of this pandemic. Our business is 24/7 and we will continue to provide care to our clients.

Program Changes effective immediately: (until tentatively April 13)

- At this time, Adult Family Home Participants will remain in home and will do programming from home.
- ~~Day Program/Pace will still work with individuals from the community at both Grafton and Port Washington~~ **The Day Program is now closed.**
- Any Day Program staff that will otherwise be “called off” will be given the opportunity to make up hours in the Adult Family Homes
- Social Skills Children’s programming is closed.
- The Community Supported Living Program will continue in home as usual. • The CCSL Center is closed, until further notice.

Second – our standard protocol that we practice is:

- All staff are trained for conducting appropriate hand washing for themselves and our clients.
- Adult Family Homes and Day Program locations are cleaned as needed and disinfected daily.
- Hand sanitizers are available for all staff at the Adult Family Homes and Day Program.
- All staff are trained to follow Universal Precautions.
- Staff are to stay home if they are sick or not feeling well.
- Staff will be sent home if they become sick.
- If a resident/client/staff have a temperature above 100.0 they cannot return to day program/work until they are fever free for 24 hours.
- If a client/participant/resident develops an illness while at the day program, they are sent home. House Coordinators and Guardians are notified by a phone call.
- If an illness occurs at one of our Adult Family Homes, all the residents of the home remain at home until all symptoms have subsided.

Third – we are taking the following steps to minimize the risk of our residents and participants to infection:

- Deep cleaning the homes.
- Hand washing reminders. Double-checking to ensure that hand sanitizer, masks, Kleenex, and Clorox wipes are in place.

- Balance sick policy for staff has been eased making it easier for staff to stay home if sick or not feeling well.
- Further education of staff on ways to minimize the spread of infection.
- We are suspending participation in all events that involve large numbers of people – this includes sporting events, concerts, dances etc. Residents who work will not go to their place of work.
- *We will be restricting visitors to the day program, AFH homes and our offices until further notice to just parents/guardians.*

We will continue to keep you posted as we monitor the situation.

Thank you Jordan

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