

Terry Combs,  
Chief Executive Officer

Scott Roberts,  
Accounting Manager



Linda Bowers,  
Program Director

Jonathan Hurd,  
Human Resources Manager

TO: Individuals, Guardians, Employees, SB40 Organizations & Regional Offices

FROM: Terry Combs, CEO, Chariton Valley Association, Inc. *TJ Combs*

DATE: March 19, 2020

RE: Organizational Update for COVID-19

The health and well-being of the individuals we serve, and the critical staff and contractors that support them, are of utmost importance to Chariton Valley Association (CVA). As an organization, we recognize the significant need for the "safety-net" services we provide in residential and non-residential services.

Our planning for the current indirect impact, and the potential future direct impact of the COVID-19 world-wide pandemic, remains constant and fluid. While we have a comprehensive plan we are working from, there is no doubt that we are facing a challenge we have not endured before. Additionally, the workforce crisis that already existed for CVA, and most healthcare related organizations, will only be exacerbated by this ongoing challenge. Nevertheless, we remain vigilant in our efforts to maintain the health and safety of everyone and continue to be proud of our employees and contractors who provide such vital services each and every day.

In an effort to further do our part in helping limit the spread and/or contain the COVID-19 virus for the sake of everyone, CVA is now taking the following additional measures:

- The Program and Business Offices will be closed to the public and non-office personnel effective Monday, March 23<sup>rd</sup>.
- The Program and Business Offices hours, in which staff will always be present, are 9:00 am to 5:00 pm, Monday-Friday but all office employees should be available by phone by 8:00 am.
- Many office personnel will be allowed to work remotely.
- All non-local travel is cancelled until further notice.
- Program visits by program management and nursing staff will be as necessary, but close contact should be avoided unless it is necessary to perform health and/or behavioral assessments. All other contact should be by phone or video, if feasible.
- The 2<sup>nd</sup> interviews for new hires will be conducted with the programs by phone and/or video.

These additional measures follow recommendations by the Federal Government and should help reduce the risk of exposure for our staff and programs while also providing

some flexibility to our office staff. Furthermore, our program and office staff can better support our programs if everyone is healthy.

Fortunately, there are not currently any confirmed cases of COVID-19 in Adair County, where our home offices reside. However, several of our Host Home Contractors are in regions in which there are confirmed cases. These are unprecedented times and the services of our contractors are valued and do not go unrecognized!

Additionally, we wish to reiterate to all employees, contractors, and stakeholders the importance of proper personal and program sanitation, social distancing, not visiting programs unnecessarily, taking your temperature before beginning work, reporting any illness or exposure to your supervisor, and limiting exposure in the community to only necessary places. Furthermore, we ask that guardians and family members of the individuals we serve consider connecting with a person by phone or video chat versus in-person. CVA is happy to assist in helping make this possible.

Also, it is important to note that, regardless of whether or not a CVA office employee is working in the office, or remotely, you can call the 660-665-1111 number and reach the person's extension which will forward to their cell phone.

If you have any questions about this memorandum, or any specifics around our COVID-19 planning, please feel free to contact the Professional Manager and/or an Assistant Director of programs involved with the specific program, Linda Bowers, Program Director or myself at 660-665-1111. Thanks for your continued partnership with CVA. Working together we shall be successful.