

Friday, March 13, 2020

Dear Lifeworks Community,

The safety and well-being of the people we serve, their families, and staff are our top priority. Our internal task force continues to meet several times each week to ensure Lifeworks is staying informed, and preparing for the broad range of scenarios we could face as the impact of COVID-19 evolves in Minnesota and beyond.

Since our last communication, our staff have continued to carefully monitor the health of the people we serve while enhancing our daily hygiene and cleaning practices. We are wiping down frequently-used surfaces such as chair arms, doorknobs, handrails, light switches, and tables. Lifeworks Transportation is also increasing cleaning levels required for our fleet.

As an additional precaution, Lifeworks is implementing new policies and making a few changes in the ways that we deliver services.

These changes, described below, will take effect today – Friday, March 13.

LIFEWORKS STAFF AND VISITOR POLICY

Lifeworks asks that all people including employees, the people we serve, families, and other visitors to not enter a Lifeworks facility, including our Administrative office, if they have or if someone in their household has in the last 14 days:

- Been to any country in Europe or any country identified by the CDC as having a [Level 3 or 2 Travel Warning](#), including flight layovers.
- Traveled to a [state that has demonstrated sustained community transmission of COVID-19](#): Washington, New York, and California (as of March 12), including flight layovers.
- A household member who has visited any of these locations, even if the person is not exhibiting symptoms of illness.
- Been in or believe they have been in proximity to a person self-isolated, quarantined, or diagnosed with COVID-19.
- [COVID-19 symptoms](#), become ill, or are diagnosed with this virus.

Anyone who fits one of the above situations could have to wait at least 14 days from possible exposure, or 14 days after recovering from an illness, before entering a Lifeworks facility.

Beginning today, you'll see signs on all Lifeworks locations' entrances that reflect these changes. We are not aiming to prohibit visitors, families, or vendors, but rather to ask people to take extra precautions if there is any possibility they are sick or are a carrier of a potential illness.

CHANGES TO SERVICE DELIVERY

To help limit exposure to COVID-19, community outings for people receiving services in our centers are temporarily suspended. While we know that activities like bowling and volunteering are a vibrant part of our daily programs, we cannot control the health standards of these community spaces. Our program leaders are already working on ideas for new activities within our facilities, including hallway bowling, creating cards for people who access services from Meals on Wheels, and taking walks to local parks.

We will continue to monitor COVID-19 through the [Minnesota Department of Health \(MDH\)](#) and the Minnesota Department of Human Services, and will promptly communicate updates, including additional safety measures regarding the situation at Lifeworks. You can also visit the [Lifeworks COVID-19 Resource webpage](#), which will include any responses or action plans that may be developed.

We encourage you consider how COVID-19 may impact your life and to develop and practice a plan. The [Ready.gov website](#) and the [Minnesota Council on Disability](#) have toolkits available to help you prepare. You can also learn more information about COVID-19 and its status in Minnesota on the [MDH website](#). MDH has set up a hotline at 651-201-5414 to answer general questions or concerns.

Thank you for working with us to keep our community safe and informed.