



Lifetime Assistance Inc.

TO: All Employees

FROM: Bonnie Hebert – Director of Human Resources

DATE: March 10, 2020

RE: Coronavirus (COVID-19) Update

We are all aware of the news reports regarding the Coronavirus (COVID-19) and want you to know we are monitoring updates and developments, as provided by the U.S. Center for Disease Control (CDC), New York State and local officials. First and foremost, please be assured that the health, safety and well-being of every person receiving Lifetime services and every Lifetime employee is our highest priority.

At this point, our primary focus is on prevention: According to the U.S. Centers for Disease Control (CDC) and the World Health Organization, this virus spreads in a similar way to the flu. When someone who has COVID-19 coughs or exhales, they release droplets of infected fluid. Most of these droplets fall on nearby surfaces and objects such as desks, tables or telephones. People could catch COVID-19 by touching contaminated surfaces and then touching their eyes, nose or mouth. Also, people standing near a person with COVID-19 can catch it by breathing in droplets coughed out or exhaled by the infected individual.

The health authorities advise that most people infected with COVID-19 experience mild symptoms and recover. However, some people experience more serious illness and may require hospital care. People with weakened immune systems, those over 60 years old, and people with conditions such as diabetes, heart and lung disease are more vulnerable to serious illness.

Please be advised that employees should stay home and consult your healthcare provider if you have the following symptoms:

- Respiratory symptoms (coughing, sneezing, shortness of breath) and/or a temperature above 100.4 F. or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants). Employees should notify their supervisor and stay home if they are sick.
- Employees should leave work if they develop these symptoms while at the workplace.

The following are important preventative measures for you to follow:

- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing or sneezing.
- If soap and water are not readily available, use an alcohol-based hand sanitizer.
- Cover your cough or sneeze with a tissue or your sleeve; throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.

- Avoid touching your eyes, nose, and mouth without first washing your hands.
- Use good judgment about whether to report to work. If you are sick or have any of the main symptoms associated with Coronavirus (fever, cough, shortness of breath), you should stay at home.
- If you have not received a flu shot yet this year, please consider getting one.
- Please strongly consider postponing all non-essential travel.
- Please be sure to regularly wipe down common work area surfaces such as door handles, counter tops, desktops, computers/accessories and general workstations, etc.

Travel restrictions, self-quarantine and other considerations:

If you are traveling to, or recently traveled to, a CDC Level 3 affected area, as defined by the CDC.org website, we require that you self-quarantine for a minimum of 14 days upon your return. Likewise, if you are in close contact with a person(s) who recently traveled to an affected country, or with persons who are sick, we also require that you self-quarantine. Please advise your supervisor if you have traveled to or are returning from an affected CDC Level 3 area.

Before commencing any travel, make sure you have the latest information on areas where COVID-19 is spreading. You can find this at <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports/>.

The safety and well-being of people served by Lifetime and our amazing Lifetime workforce is our highest priority every day, and we will be vigilant and attentive to assuring a safe service environment and workplace.

Given the fluidity of this situation, we are closely monitoring developments and may implement further measures as required, to address new conditions that arise and new information that becomes available.

Thank you in advance for your assistance and cooperation in implementing these measures to reduce the potential impact of the Coronavirus on the individuals we support, our employees and the Agency. Please contact your manager/supervisor or one of the contacts listed below if you have questions or other concerns.

Bonnie Hebert – Director of Human Resources – 585-784-3117 – If unavailable please contact:

Debra Argus – Director of Health Services – 585-426-7131

Pam Price – Director of Residential Services – 585-426-3026

Additional Online Reference Material:

NYS Dept. of Health: <https://www.health.ny.gov/diseases/communicable/coronavirus/>

- **CDC Website:** www.cdc.gov/COVID19
- **CDC Summary:** <https://www.cdc.gov/coronavirus/2019-ncov/summary.html>
- **CDC FAQs:** <https://www.cdc.gov/coronavirus/2019-ncov/faq.html>