

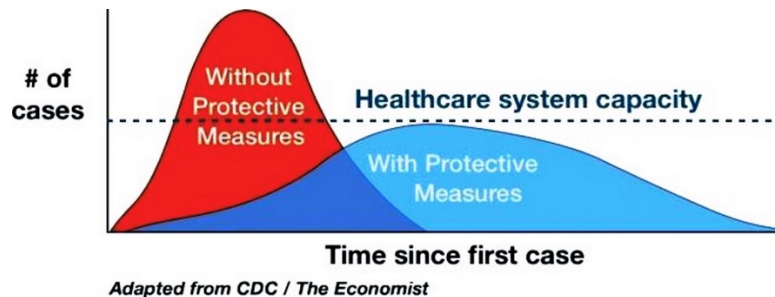
March 13, 2020

RE: COVID-19 (coronavirus)

CSN Community,

Like you, we are closely monitoring new developments regarding COVID-19 (coronavirus). The health and safety of the individuals we support and our employees is of the utmost importance.

CSN is committed to doing everything we can to support our members and employees through this time. In a time of global unrest, social awareness and social consciousness is also of great concern for our organization. CSN's efforts will aim to reduce the likelihood of infection of our members and our employees, but also serve to reduce the impact on our healthcare system (see below graphic) by implementing proactive measures and prioritizing health and wellness.



At CSN, we will be adjusting practices to raise our usual standards of cleanliness and health safety even higher. Similar to providing excellent supports, we believe that we can meet the challenge of COVID-19 and promote good citizenry with authentic care for others and being diligent in our efforts. Additionally, we understand the importance of organizational communication and have begun weekly leadership sessions to debrief current updated guidance and to ensure that all CSN leadership are informed and prepared. We will continue to ensure enhanced levels of internal communication as well as adjust our plans and practice as information is learned and during this unprecedented time.

While the following is not an all-inclusive list or policy to be adhered to, it is intended to assure our stakeholders that we are taking the pandemic seriously and that the safety of our members, our employees and our communities is on the forefront of our minds and at the center of our strategies.

What CSN is doing:

CSN is ensuring that our employees have access to materials they need to keep people safe;

- While this is proving a challenge due to availability, we aim to provide hand sanitizer is available at every site.
 - Approved cleaning supplies are available at each site.
 - Hand soap is available at every sink.
 - Thermometers will be available at each site.
 - Protective gloves are available at each site.
-

CSN local leadership in all programs is directing that offices, employment centers and residences be sanitized at an increased frequency;

- CDC guidelines for disease prevention have been sent out and any updates will be shared.
- All CSN departments are being reminded of proper hand washing and sanitizing protocols to take place multiple times on an employee's shift. CDC guidelines have been shared and will continue to be reiterated.
- While availability is offering challenge, it is the intent to have hand sanitizers at all CSN sites.
- Hand washing policies and job aids have been distributed and are available for CSN employees.

CSN is implementing strategies to decrease the likelihood of infection and increase the likelihood of appropriate care;

- CSN members will have their temperature taken at least once daily beginning immediately and will remain in place until April 17th at which time it will be reassessed. If a Members temperature reading is at 100.4 or higher CSN will follow CDC guidelines and CSN policy.
- CSN medical professionals will be engaging at a higher frequency with any member deemed at higher risk should they be infected.
- Communication is being shared to educate on social distancing and everyday precautions to keep between yourself and others for our employees and CSN members.
- With individual rights in mind, CSN will consider thoughtful community access, activities involving groups and visitors to homes supported by CSN employees, CSN offices, and CSN employment sites.
- Social activity at home will be encouraged until such time as the CDC advises otherwise.
- CSN is promoting and encouraging respiratory etiquette such as covering your nose and mouth with a tissue when you cough or sneeze, then immediately throwing the tissue in the trash.

The Community Supports Network, Inc. will continue to work with our local partners in each state we work in as well as monitor credible sources, such as the CDC and the World Health Organization (WHO), for the most current and reliable information and guidance. Please visit/follow our Facebook pages where we will continue to post the most current information available.

CSN values all stakeholder feedback. Please contact me or the CSN COO, Tiffany Schnittker, with any questions or suggestions you may have regarding our response and planning related to COVID-19 (coronavirus).

Sincerely,

Brian Kanter
President & CEO

For more information, go to:

<https://www.health.mo.gov/coronavirus>
<https://www.cdc.gov/coronavirus/2019-ncov/faq.html>
<https://www.cdc.gov/coronavirus/2019-nCoV/summary.html>

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