



To: Dwelling Place Employees
From: Kim Cross, COO, and Steve Recker, CFO
Re: COVID – 19 Response Update
Date: March 17, 2020
Cc: Dwelling Place Board

The Coronavirus is a growing and changing health crisis. Staying informed and up-to-date through the Center for Disease Control, the Kent County Health Department and so many other resources has been challenging. At this time, we want to let you know about additional actions that are being taken within our organization towards both prevention of the virus and protection of staff, residents, and the entire community. We remain committed to our mission and what can be done to continue to be good corporate citizens, neighbors, and employers. We are working diligently to do our part to protect people and slow the spread of the virus.

Reducing exposure through social distancing and other means has been identified as important aspects. (Please refer to and review the March 13, 2020 COVID-19 Response memo from Denny Sturtevant.) We are evaluating the needs of residents to have staff presence and supports at the properties, however also the impact of having staff work remotely to limit the spread of the disease. Some employees may have the ability to work on a limited basis from home or to use their vacation, sick, or personal time. The identification of essential versus non-essential responsibilities throughout the organization has been and will continue to be reviewed. Supervisors and/or human resources will contact and consult with each employee regarding their status. Also please refer to the following procedures:

TEMPORARY WORK FROM HOME OR OFFICE PROCEDURES

1. Every Monday at an established time, each employee will communicate by telephone or tele-conference with their supervisor to review the expectations of their weekly employee work plan. On-call status or scheduled work place days may be identified within the work plans. Emergency determinations to report to the work place may additionally be necessary.
2. As work plans must be approved in advance by supervisors, every Friday employees should email their proposed work plan for the following week.
3. Employees will record their time worked at home and summarize activities/ accomplishments on logs that are emailed weekly every Friday. This will also be reviewed by their supervisor.
4. To work from home, determine what is needed to scan or bring home from the office.
5. Employees should appropriately monitor and read emails on a daily basis as a part of individual work plans.

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TEMPORARY PRECAUTIONARY OPERATING PROCEDURES

1. Office hours will be limited and business operations restricted. Notices have been and will continue to be posted at each property entrance or otherwise distributed.
 - a. Notices have advised residents and others that staff contact should be made by telephone or email only. The corresponding numbers or email addresses were listed (the Verne Barry Place after hours emergency contact was also posted. 2-1-1 and 9-1-1 contacts should also be included).
 - b. Notices have been posted at each property entrance and advise visitors that they should enter only if they are providing essential supports or services for residents.
 - c. Updates to residents will be distributed to each residence and/or posted in office areas or on television monitors.
2. All applications, verifications, and certification papers will be emailed and/or mailed. Requests for any returned documentation will be in a like format and offices will be equipped with in-person/on-site drop-box options. If applicants and residents need explanation and/or assistance in completion of forms, staff will do what is reasonably possible.
3. Community rooms and common areas in properties have been closed or most furniture removed.
4. Packages will no longer be accepted for residents.
5. Employees shall continue to exercise CDC recommendations and universal precautions when working on-site as appropriate (ex. Disinfecting surfaces, hand washing or use of latex gloves, social distancing). No on-site or off-site group meetings should be planned or attended.

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