

# COVID-19 RESPONSE

FOR MEDIA & STAKEHOLDERS



## ENHANCED COMMUNICATIONS

We are working collaboratively with the Wisconsin Department of Health Services to coordinate all of our responses to COVID-19. We have developed a public website to provide easy access to the most accurate and up-to-date information at [doc.wi.gov/COVID19](https://doc.wi.gov/COVID19).

## EDUCATION

We are providing continuous education to train staff and persons in our care on signs and symptoms that possibly show someone is infected. Staff who exhibit these symptoms will be encouraged to not to come to work.

## CONTRACTED STAFF/ACTIVITIES

Contracted staff are not permitted into any institutions. This will remain in effect until April 6 and will be reviewed at that time to make further decisions.

All non-essential activities/interventions provided by external partners are being temporarily suspended at all institutions. This suspension applies to all contracted programming. For clients in the community, it is recommended that agencies (where appropriate) utilize technology (phone calls, FaceTime or Skype, etc.) in order to provide services and/or case management resources.

## MEDICAL TREATMENT FOR PERSONS IN OUR CARE

We have medical professionals on-site monitoring the health of individuals in our care. Medical co-pays have been temporarily suspended to allow anyone experiencing signs of illness related to COVID-19 to seek medical attention.

## VISITING AND VOLUNTEERS

All visits and volunteer activities are temporarily suspended at all of our facilities until further notice. We understand this will have significant impacts on those in our care and will be reviewing this decision on a daily basis. We are working on expanding alternative methods of communication to use during this time. Professional visits will continue, but we will make accommodations for phone calls and video conferences, or non-contact visits whenever possible.

## TRAVEL AND TRAINING

All personal travel and elective/non-essential trainings for staff are canceled until further notice.

## SITE CLEANING

Sites are establishing ongoing sanitizing and disinfectant measures to routinely clean work areas with an emphasis on critical and high traffic areas and surfaces.

To view the latest updates, visit  
[DOC.WI.GOV/COVID19](https://doc.wi.gov/COVID19)

