

Dear Friends, Partners, Patients and Clients:

EveryStep stands behind our promise to be with you as we face life's changes and challenges, together. Our programs continue to offer care and support to our patients, clients and their families throughout the COVID-19 pandemic. You can find information about EveryStep's response to the COVID-19 crisis, and related resources, at everystep.org/about/covid19.org.

Throughout this crisis, we are here for you. You can continue to reach our people and programs at our normal phone numbers and communication channels. We will address your concerns and questions and continue to support our patients and clients:

- **EveryStep continues to provide vital nurse visits – and aide visits as needed – to our hospice and home care patients. We continue to serve patients at our hospice houses in Des Moines and Creston. We also continue to offer our Correctional Facilities 5th Judicial program.**
- **With limited exceptions, we have suspended most in-person visits and meetings for our other EveryStep programs and services.** However, EveryStep continues to provide support by phone, telehealth or other means.

We are taking many steps to ensure the health and safety of the people we serve while protecting our vital workforce.

EveryStep relies on credible sources for guidance: the Centers for Disease Control and Prevention (CDC), Iowa Department of Public Health (IDPH), and the Polk County Health Department. EveryStep has ready access to obtaining updates on any new developments that involve the spread of COVID-19. Our practices change daily as we adapt to evolving protocols:

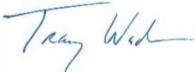
- All EveryStep staff and volunteers who are not self-isolating at home and are coming into a work location or completing home visits are required to self-screen for COVID-19 symptoms. Staff are responsible to report any COVID-19 symptoms and self-isolate at home. Staff are not permitted to enter a work location and/or patient/client home until or unless they are fever- and symptom-free for at least 24 hours (without medication).
- All staff and volunteers working outside of their own homes are required to wear masks at all times while working and to practice social distancing. These practices are also required of staff and volunteers who have been vaccinated.
- All EveryStep direct care staff must wear personal protective equipment (PPE) while within 6 feet of patients or family members who have been diagnosed with COVID-19 or display flu-like symptoms. EveryStep also has built a contingency supply of "barrier" masks to utilize if needed, or upon request by the patient, family or care facility.
- EveryStep is caring for hospice and home care patients diagnosed with COVID-19. We have educated and equipped employees to care for patients with the COVID-19 virus.
- EveryStep contacts every patient prior to a scheduled visit to screen the patient and other household members. If unable to reach patient prior to scheduled visit, staff will attend the visit but will screen at door before entering the home. If screening is positive for any individual in the home, staff may proceed with the visit if equipped with appropriate PPE. If PPE is not readily available, staff may need to leave premises and postpone visit until safety measures are in place and PPE is readily available.
- EveryStep is a mandatory reporter under a public health order. If an employee/volunteer and/or patient/client tested by EveryStep tests positive for COVID-19, a designated staff liaison at EveryStep is responsible to report to IDPH.

All EveryStep locations are open to the public. Upon entry and while on site at an EveryStep location, masks, social distancing, and symptom screening are required of all visitors. See www.everystep.org/about/covid19 for additional site-specific details.

- Visitors are allowed at our hospice houses: Kavanagh House on 56th Street in Des Moines, and Greater Regional Hospice Home in Creston. Visitors must be 18 years or older.
- EveryStep Giving Tree thrift store is open to shoppers and donations. Shoppers must be 16 years or older.
- Most of EveryStep's group-based events have transitioned to online formats. Contact programs directly for details.

Thank you for your understanding during this challenging time. If you have any questions please contact your EveryStep team, call our main line at (800) 806-9934 or email info@everystep.org. Life is changing, but we are with you, at EveryStep.

Sincerely,



EveryStep President & CEO