

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 are prepared to address your concerns and questions, and we 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.**
- **We have suspended in-person visits and meetings for all other EveryStep programs and services.** However EveryStep continues to provide support to our clients by phone 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:

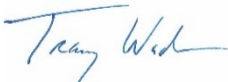
- All EveryStep employees who are providing care or working at one of our locations must take their temperatures twice daily, in the morning and in the evening, and report any possible COVID-19 symptoms. *Staff are not permitted to enter a work location or patient/client home until or unless they are fever- and symptom-free for at least 72 hours, without medication.*
- Like all healthcare providers, EveryStep is working through challenges as we build our stock of the equipment and supplies essential to caring for patients with the COVID-19 virus.
- EveryStep is also building our staff capacity to care for COVID-19 patients. We are forming a special team of employees equipped to care for hospice and home care patients with the COVID-19 virus.
- EveryStep is contacting every patient prior to a scheduled visit to screen the patient and other household members. If someone in the home has tested positive for COVID-19 or is screened with related symptoms, EveryStep will follow up with the patient/family to develop a care plan.
- EveryStep is a mandatory reporter under a public health order. If an individual employee and/or patient or client tests as positive for COVID-19 or screens positive with symptoms, EveryStep must report it to IDPH.

EveryStep encourages the practice of social distancing to limit the spread of COVID-19:

- Currently, only limited visitors are allowed at our hospice houses: Kavanagh House on 56th Street in Des Moines, and Greater Regional Hospice Home in Creston. Please visit www.everystep.org/about/covid19 for details.
- At our other offices and locations, EveryStep is accepting supply deliveries, but the sites are closed to the public. Each site can be reached, as normal, through its office phone number.
- All of EveryStep's group-based events, through at least May 16, have been cancelled or postponed.

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,



Tray Wade
President & CEO
EveryStep