



**Intervention, inc.**

Date: March 12, 2020

To: All Intervention Stakeholders

Re: Response to COVID-19

The world health community continues to monitor closely the coronavirus disease (COVID-19). At this time, no one knows how severe this outbreak will be. Given this uncertainty, and the fact that the seasonal influenza (flu) virus is also widespread, Intervention is taking proactive steps to address several business concerns.

First and foremost, we want to maintain a safe workplace and encourage and/or adopt practices protecting the health of employees, clients, customers, visitors or others. We also want to ensure the continuity of business operations.

We ask all employees and clients to cooperate in taking steps to reduce the transmission of communicable diseases at all Intervention locations. Employees have been reminded of the following:

- Stay home when you are sick.
- Wash your hands frequently with warm, soapy water for at least 20 seconds.
- Cover your mouth with tissues whenever you sneeze, and discard used tissues in the trash.
- Avoid people who are sick with respiratory symptoms.
- Clean frequently touched surfaces.
- Do not shake hands with others

Furthermore, we ask that clients follow these same guidelines. If a client is sick, we ask they not come to Intervention offices or ICCS facilities. **Clients who exhibit any signs of illness will not be provided services, will be asked to leave the office/facility and to contact their referring agent for further direction.** If a client is turned away for UA services, a note will be entered in Sentry to notify the referring agent. For all other services, the referring agent will be notified via email.

Signs informing clients of these practices have been posted at all Intervention offices. As a stakeholder, we ask that you help us enforce these practices with all clients and ensure your staff are aware of Intervention's policy during this time. Additionally, if you are aware that a client has tested positive or been exposed to COVID-19, we request that UA testing be suspended and inform clients that they are expected to follow quarantine requirements until released by a doctor.



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We will be encouraging employees to use telephone and/or video conferencing instead of face-to-face meetings with clients, as much as possible during this outbreak.

Intervention will provide alcohol-based hand sanitizers throughout the workplace and in common areas. Cleaning sprays and wipes will also be provided to clean and disinfect frequently touched objects and surfaces.

Should you have further questions, please contact Kelly Sengenberger or Julie Stransky at 303-450-6000.

Sincerely,

A handwritten signature in black ink, appearing to read 'Julie Stransky', is written over a horizontal line.

Julie Stransky, Executive Director

A handwritten signature in black ink, appearing to read 'Kelly Sengenberger', is written over a horizontal line.

Kelly Sengenberger, President