



SECOH
Nurturing Lives & Cultivating Communities

Memorandum

To: Clients, Families, Caregivers, & Legal Representatives
From: Bridget Panee, President/CEO
Date: June 22, 2020
Re: SECOH Services - Update

I hope this email finds you in good health and gradually adjusting to the many changes associated with the impact COVID-19 pandemic has had on all of us. Like other businesses, SECOH has been working hard to restore employment, sanitize and prepare facilities and vehicles and develop plans to resume client services.

SECOH's Preparations, Activities and Actions to Restore/Resume Services:

- All employees restored to employment at the pre COVID-19 status effective June 1, 2020.
- All facilities professionally disinfected June 1 – 3, 2020.
- Agency wide employee re-onboarding “Comeback” meetings conducted June 3 – 5.
- Employees received required and recommended CDC, DOH, and SECOH training specific to employment and services post COVID-19 shutdowns. Employees provided with face masks and sanitation kits.
- All clients/families/caregivers contacted by SECOH supervisor to discuss updates and identify need/interest in restoring services.
- Secured hand soap, disinfectant cleaner, hand sanitizer, gloves and wipes supplies for at least 3 months.
- Agency wide employee policy training conducted/scheduled June 17 – June 25, 2020.
- All agency vehicles disinfected and cleaned June 8 – 11, 2020.
- All facility and vehicle signage and social distancing/directional labeling June Social distancing designation and labeling June 29 – July 2, 2020.
- SECOH Administration is currently working remotely from home and are expected to return to the office on Wednesday, July 8, 2020.

Gradual Restoration of Client Services:

In-home & Community Services: Consistent with mandates, all in-home & community services are allowed. As such, supervisors have started discussions with clients, families, and caregivers to determine what is needed, wanted, and what can be safely done during this time. Given the community limitations and restrictions, services will not immediately resume at its pre COVID-19 level. Instead, it will gradually resume based on need, want, and a realistic assessment of opportunities with a focus on client and staff safety.

ADH Services: Consistent with mandates, ADH has not yet been authorized to re-open. Given other allowed community openings, we are hopeful that it is just a matter of time that ADH services can be restored soon. As such, if governor orders permit and DOH authorizes, we are preparing gradually resume ADH services at all centers starting Wednesday, July 8, 2020. Given transportation limitations and social distancing requirements, services will not immediately resume at its pre COVID-19

level. Instead, it will gradually resume based on need, want, and a realistic assessment of opportunities and activities with a focus on client and staff safety.

The new “SECOH” norm for employees and clients:

- Employees are required to wear a face covering at all times while interacting with clients and other staff.
- Employees are required to complete a daily attestation confirming they are free of symptoms as identified by the CDC and potentially associated with COVID-19.
- Clients will be encouraged to wear a face covering. (SECOH will have face coverings for client use.)
- SECOH will practice social distancing.
- Employees and clients are encouraged to stay at home if ill. Absences of 3 or more days require a medical clearance to return.
- Upon initial restoration of ADH services, to minimize client/staff exposure, we will not use Handivan services.
- Client, parents/caregivers/legal representatives will complete a daily attestation confirming the client is free of symptoms identified by the CDC and potentially associated with COVID-19. (SECOH will provide attestation forms).
- If a client becomes ill during the service day, SECOH will provide an isolation space and contact parents/caregivers. Clients must be picked up within 2 hours of the call. SECOH will not transport clients who display symptoms of illness.
- Once ADH is restored, center/service hours will be gradually restored to ensure capacity requirements, social distancing, and supply availability.
- ADH Community activities will be limited to a maximum of 3 hours per day.
- Visitors at ADH centers will be prohibited.
- SECOH will provide activities via zoom as applicable.
- Once ADH is allowed to re-open, based on space availability, CLS-I clients may be able to use ADH centers for activities while community resources are limited.

To reconnect with you and our clients, all of our staff will be making a quick visit by your homes to share some SECOH cheer and swag and catch up. Visits are planned as follows:

- PAB/CLS-I Clients: June 19 – 25
- SALC: June 23, 2020
- Pathways Ewa: June 24, 2020
- Diamond Head (& Kalihi): June 25, 2020
- Pathways Diamond Head: June 26, 2020

*They expect to stop by between 9am – 12noon. Employees will not enter the home and while it is our culture and we are so grateful for your generosity, no need to prepare food or snacks. Instead we look forward to seeing and reconnecting with clients outside, through the window or screen door. If the client is not home, we will leave a bag outside the door.

As we continue the process of restoring services, we expect there will be changes and additional communication regarding precautionary and planning measures at SECOH. You will continue to receive updates as they become available by either email or telephone calls from supervisors. Thank you for your understanding and your patience during this time as we together work toward resuming life and services post COVID-19 shutdowns. If you have any questions regarding services, please contact the responsible supervisor by phone or email. You may also contact Cynthia Alvarez, Director of Mission Services at calvarez@secoh.org or 734-0233 ext. 212.

Thank you for your ongoing support of SECOH and please be assured, client and staff health, safety and wellness is our primary concern as we resume services. Take care, be well, and stay safe.