



March 12, 2020

Dear Valued LifeWays Employee:

Due to the continuing spread of Novel Coronavirus (COVID-19) infection in the United States, LifeWays has focused significant efforts on planning to sustain our mission of providing outstanding behavioral health services while ensuring the safety of both consumers and staff.

While this work continues, we understand that there is concern and uncertainty among employees. Your health and wellbeing are critical to LifeWays.

First, take care of yourself and each other. Practice the good health guidelines that have been communicated on the LifeWays COVID-19 page (Click on the COVID-19 link under Resources, or go directly to: <http://www.intranet.lifewayscmh.org/COVID-19.html>). There you will also find numerous up-to-date fact sheets detailing key facts around COVID-19 and the actions that we can take to prevent it being spread. Take advantage of resources through our LifeWays provided benefit programs.

At present, all LifeWays operations are open. Should COVID-19 affect any future operations, to the extent possible, LifeWays is exploring options to support our employees including leaves, teleworking, and flexible schedules.

The state recommends a tiered approach, and at this point we are at a Tier 1 + Tier 2 response level. If anything should change, we will let you know.

- Tier 1-Few local/regional cases without clear evidence of community transmission: Continue and escalate prevention efforts, continue operations but limit optional groups, and increase social distance in interactions.
- Tier 2-Growing number of local/regional cases but limited evidence of community Transmission: Continue education and prevention measures and initiate screening. Examples: individuals with symptoms of illness or in close contact with someone ill could call in to an appointment rather than come in; home visitors contact prior to visiting to ask screening questions related to those in the home; and could provide refills without seeing stable patients.
- Tier 3-Evidence of some community transmission – limit all but the most critical outpatient visits, maintain 24/7 operations. Utilize telehealth where possible. Work at home for identified functions.



**MSHN**  
Mid-State Health Network

Central Michigan

**2-1-1**

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- ➡ Tier 4-Evidence of widespread community transmission – Essential Services ONLY. Screening of individuals. Consider closing or scaling back some 24/7 operations, consider uses of technology and working with hospitals to have our staff see patients in locations (such as ERs) where appropriate personal protective equipment is available.

We also encourage supervisors to meet with employees and have an open dialogue. Because every employee's life situation is different, employees should feel comfortable in speaking with their managers and senior LifeWays leaders about your concerns or questions.

While we don't have all of the answers for what will happen with COVID-19, we are working diligently to plan for multiple scenarios and keep our entire LifeWays community informed. Continue to visit the <http://www.intranet.lifewayscmh.org/COVID-19.html> for the latest LifeWays information and updates.

Thank you for your hard work and contributions to the LifeWays community.

Sincerely,



Maribeth Leonard, MBA, LBSW  
Chief Executive Officer