



Living Alternatives
For the
Developmentally
Disabled

300 Whitney St., Dowagiac, MI 49047-1673 | 269-782-0654

3/11/20

RE: Coronavirus (COVID-19)

Good Evening,

At L.A.D.D., Inc., we believe that communication is a critical factor in successful business operations. As a result, we would like to inform you of our continued monitoring and response, to date, relative to the Coronavirus (COVID-19) event.

Preparedness for COVID-19 had already started in January 2020 with communication to our workforce from our Quality Improvement and Training Director. L.A.D.D., Inc. has three overarching goals designed to ensure the health and well-being of our stakeholders; the people we support, our employees, guardians/families, contract agencies, and local communities. Those goals are:

1. Reduce transmission of the virus among all stakeholders.
2. Minimize illness among all stakeholders.
3. Maintain mission-critical operations and supports.

To meet our goals, L.A.D.D., Inc. has focused our efforts on preparedness, training and regular companywide communication. By doing so, we are certain to maintain a safe, healthy environment for all and continue providing high quality supports to vulnerable people. Steps that have and continue to be taken:

- We have implemented the LADD Corporate Emergency Plan in conjunction with the LADD Pandemic Response Plan. Our Director team will continue to meet on a regular basis to provide appropriate responses, training and communication to our Management Team and to all other LADD employees.
- Employees are trained at initial hire and annually in OSHA procedures, LADD emergency plans, spread of contagious diseases, personal protective equipment, etc. as well as practicing good health habits and teaching the people we support the same such as: frequent handwashing, disinfecting household objects/surfaces, reporting and seeking medical attention for any signs of illnesses, reducing exposure in public forums during outbreaks, etc. They have also received and will continue to receive specific information on COVID-19 and other training materials from MIOSHA, MDHHS, the CDC and other recognized sources. We will be communicating recognized and established procedures for limiting exposure risk by implementing social distancing standards and limiting unnecessary travel. We will continue to monitor and communicate the most current information available from sources such as MIOSHA, MDHHS and the CDC.
- Coordinating with our vendors to continue securing key supplies for maintaining healthy, sanitary environments, which also includes reinforcing with our employees to self-quarantine when necessary, and not report to work.

As a critical partner with you in providing high quality supports to vulnerable people, we understand the importance of limiting the impact this health event could have and assure you we are committed to a healthy, safe environment for all.

Thank you for your continued trust in L.A.D.D., Inc.

Sincerely,
Ted Coffeen,
L.A.D.D., Inc.
Director of Business