
Fw: COVID-19 Update March 16, 2020

1 message

Sun, May 3, 2020 at 3:31 PM

Sent: Mon Mar 16 2020 08:31:08 GMT-0500 (CDT)

Subject: COVID-19 Update March 16, 2020

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Good morning, everyone.

We are continuing to tighten our protocols at Starkey to protect our most vulnerable persons served from exposure to the novel coronavirus, or COVID19. In addition to the recommended measures we are already undertaking, we are making a change effective today, **Monday, March 16**, in the way we serve individuals living in several homes by supporting them in place during the day instead of transporting them to day programs at Starkey or other organizations.

Individuals living in about a third of Starkey's homes and some apartments at Kouri Place and McComas Crossing were designated for this change because one or more of the individuals currently living there have health conditions that cause them to be at higher risk of severe illness if they are exposed to the COVID-19 virus. We anticipate that individuals living at these locations will be served in their homes for at least the next two weeks, and we will be monitoring the developing situation and adapting our response plan as needed. Parents, guardians and family members have been notified of the change, as have staff from other organizations and case managers.

Starkey program trainers who work with these individuals during the day will be temporarily reassigned to residential settings to provide additional support. Those who attend day programs other than Starkey will also need to stay at home during this time to help prevent the spread of the virus.

We ask that employees do all that you can to stay safe and continue to monitor your own health and risk level. Avoid unnecessary travel and interactions with others that could put you at greater risk for coming into contact with the virus. If you find that you are experiencing symptoms of the COVID-19 virus, please stay home and notify your supervisor to discuss appropriate action steps.

We will continue to work with the recommendations from local and state health authorities to keep the individuals we serve, and our employees and families, as safe as possible.

Colin McKenney, CEO



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Fw: COVID-19 Update for March 17, 2020



1 message

Sun, May 3, 2020 at 3:30 PM

Sent: Tue Mar 17 2020 08:33:07 GMT-0500 (CDT)

Subject: COVID-19 Update for March 17, 2020

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Good morning. As promised, we will provide frequent updates related to COVID-19 planning here at Starkey. Following discussions yesterday, we have updates in several areas:

Gatherings and events

Yesterday, President Trump issued a recommendation that people avoid social gatherings of more than 10 people, discretionary travel and going to bars, restaurants and food courts to counter the spread of the COVID-19 virus. The new guidelines from the president's task force apply for 15 days. Kansas Governor Laura Kelly also issued an executive order to immediately ban gatherings of 50 or more people in Kansas churches, restaurants, concerts, recreational facilities and other venues for eight weeks, reinforcing the recommendations by the Centers for Disease Control and Prevention. This does not include individual businesses and employers like Starkey, who may decide individually how they want to handle their operations.

Schools

The Kansas Education Commissioner has indicated that a decision about whether or not to close Kansas schools for an extended period will be coming later this week. Our Human Resources team will work with Starkey employees to identify ways to meet their family's needs while still fulfilling their work duties.

Visitors to Starkey's main buildings

In addition to the signs that ask visitors to self-identify whether they have experienced any viral symptoms, receptionists will hand a list of questions to visitors to answer. If they have any of the symptoms listed or have traveled to any of the identified areas, they will be asked to leave and reschedule a meeting by phone.

Travel

All discretionary travel is strongly discouraged at this time. On March 15, KDHE recommended a 14-day home quarantine for Kansans who have:

- Traveled to a state with known widespread community transmission (currently California, New York and Washington state) on or after March 15.
- Visited Eagle, Summit, Pitkin and Gunnison counties in Colorado within the past week.
- Traveled on a cruise ship on or after March 15.
- Traveled internationally on or after March 15.
- Received notification from public health officials (state or local) that you are a close contact of a laboratory-confirmed case of COVID-19. You should quarantine at home for 14 days since your last contact with the case. (A close contact is defined as someone who has been closer than 6 feet for more than 10 minutes while the patient is symptomatic.)

Hopefully this situation won't continue to develop so rapidly and require frequent updates. As long as it does, we will keep you informed about Starkey's response.

Colin McKenney, CEO



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Fw: COVID-19 Update March 19, 2020 - Starkey Program Changes



1 message

Sun, May 3, 2020 at 3:30 PM

Sent: Thu Mar 19 2020 15:41:08 GMT-0500 (CDT)

Subject: COVID-19 Update March 19, 2020 - Starkey Program Changes

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At Starkey, we have been meeting daily about how to best protect the people we serve from contracting COVID-19. Next week, we will be making another important temporary change to how we offer services in our day programs. **Beginning Monday, March 23, any individual who lives in a Starkey home or apartment will receive day services at his or her home. We will provide day services to those individuals only at their Starkey home or apartment.**

For people who come to Starkey day programs but who live at home with family or in a home operated by another organization, those day program services on Starkey's main campus will no longer be available beginning Monday, March 30. **Other than day services provided at a Starkey home or apartment, we will discontinue our typical day programs starting March 30.**

We intend for all of these changes to be temporary, but we do not yet know what additional guidance will come to us from local, state and federal health authorities regarding the transmission of COVID-19 in our community and the length of time we need to keep people in protected locations. We will monitor the situation closely and determine when we can safely return to our traditional model of day programs, and we will communicate with you regularly.

Another important change is that **visitors will no longer be allowed at**

Starkey's main buildings or program locations, including homes and apartments. Only employees providing the programs and essential medical staff will be allowed to visit these locations, including end-of-life care offered by hospice providers. We know that for parents and guardians, this will be a difficult time. It is our hope that the change will be very temporary, and that it will keep everyone healthy.

For a number of Starkey employees, this means their work assignments will temporarily change. In other cases, where work can be completed at home, we will request that employees do so.

We have technology in place so that essential meetings, assessments and therapy sessions can be conducted online and by phone. Persons served, parents, guardians and employees will all be given the information they need to make this happen. We will assist in this process, as it may be unfamiliar to some. We coordinate health care for some individuals and will continue to transport them to appointments or to have lab work completed until doctor's offices tell us otherwise.

The CDC and KDHE have both indicated that steps like building physical distance between people, gathering only in very small groups, canceling trips to community locations, monitoring ourselves for symptoms of the virus, and good hygiene can all slow or stop the spread of COVID-19. We remain committed, through this process, to ensuring that our persons served and employees remain as safe as possible.

These latest action steps for our response plan do involve a lot of details. We are here to answer any questions and provide additional information.

Colin McKenney, CEO



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Fw: COVID-19 Update March 24, 2020

1 message

Sun, May 3, 2020 at 3:29 PM

Sent: Tue Mar 24 2020 11:04:51 GMT-0500 (CDT)**Subject:** COVID-19 Update March 24, 2020[View this email in your browser](#)

Yesterday, the Board of Sedgwick County Commissioners voted to recommend to public health officer Dr. Garold Minns that residents of Sedgwick County stay at home beginning Wednesday, March 25, to help prevent community spread of the COVID-19 virus. Also yesterday, Gov. Laura Kelly issued an executive order prohibiting gatherings of more than 10 people. So, it appears that the action steps many of us expected to respond to the spread of the virus are now taking place. Starkey decided to move a little more quickly by isolating some of our homes a week ago and the rest of them this week.

For most of our employees, work will continue as usual, although perhaps in new locations. Since we will continue to be responsible for meeting the needs of persons we serve throughout this situation, **Starkey is an essential business.** We will work to reduce our interaction with the rest of the community to the extent possible. Assuming the County does pass an order to stay home, the key to being successful is the expectation that all of us will avoid contact with people outside our own households. Our efforts to isolate people will be most successful if we take necessary precautions both at work and when we are not at work.

Some Starkey employees will be allowed to telework, if their jobs can be done effectively from home. We are offering that option on a case-by-case basis. For the majority of our employees, however, their work requires them to be here in person every day.

While these latest directives are more restrictive, I believe that we will continue to receive more guidance over the next few weeks that is ultimately intended to help keep us all healthy. **Our amazing employees continue to make persons served one of their highest priorities during this time.**

If you want to help in some way during this time, we will be making our needs known through social media channels and also on our COVID-19 page at starkey.org/covid19

Colin McKenney, CEO



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Fw: COVID-19 Update March 31, 2020

1 message

Sun, May 3, 2020 at 3:28 PM

Sent: Tue Mar 31 2020 19:00:51 GMT-0500 (CDT)**Subject:** COVID-19 Update March 31, 2020[View this email in your browser](#)

We know this is truly a challenging time for families as we try to maintain the safest possible environment for the persons served at Starkey. We are in this together, and I wanted you to know we are in an ongoing process of obtaining additional supplies that will make our daily work easier. Earlier today the Maize School District provided us a load of supplies, and so that should tell you something about the range of contacts we are making to gather the items that we need.

Masks are perhaps the most talked-about pieces of personal protective equipment, and they have been very hard to find in recent weeks. Our supply consists both of typical disposable medical masks and the cloth ones being made by community volunteers. Since the COVID-19 virus is now being spread in Wichita and surrounding communities, we will implement a plan to provide masks to employees who provide close personal care to persons we serve **in some homes where some or all of the residents have ongoing health conditions that place them at greater risk**. This is our first priority group at this time. We are continuously monitoring information provided by KDHE and CDC to help us adapt to this ever-changing situation, and we will take progressive steps with additional masks if doing so is recommended by the experts to help reduce the chances of transmission. ***A note of special thanks to all of our volunteers,***

including family members of employees, who have been helping make or acquire masks since last week.

While masks may be helpful in some situations, we continue to hear that the very best way to reduce the chances of transmission is to wash our hands frequently and thoroughly, cough into our shirts, maintain a generous distance from others (at least six feet) and be aware if the places we go and people we interact with put us at a higher risk of becoming infected. Starkey employees have been asked to monitor their temperatures each day before they report to their shift. They have also been asked to take and record the temperature of all persons served in our care daily, and are closely monitoring any illness symptoms. It is up to all of us to take the necessary actions that will keep us safe and make sure as few people as possible become ill from this virus.

Colin McKenney, CEO



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Sun, May 3, 2020 at 3:26 PM

Sent: Tue Apr 07 2020 09:24:38 GMT-0500 (CDT)

Subject: COVID-19 Update April 7, 2020



Good morning. I am writing to let you know that we do now have a confirmed case of COVID-19 for someone connected to Starkey. One of our employees is being treated at a local hospital. We wish the very best for this individual and hope that medical care will lead to a quick recovery.

Once we were notified yesterday, we took immediate action. The location has been thoroughly cleaned, and plans are to have it professionally sanitized as soon as the contractors are available. All employees and persons served who have the potential for exposure were notified, as were all guardians. We asked those with direct exposure to self-isolate right away, and are closely monitoring for any symptoms of illness and providing all required personal protective equipment for everyone involved.

We will continue to update you about any developments in this or any future cases. In the meantime, we have continued to stress how important it is that we each monitor our whereabouts and recognize the potential to bring harm to our organization through our activities and actions. Even something that seems like a low risk, like visiting the homes of relatives, greatly increases our likelihood of exposure. Staying home, washing our hands and taking all the recommended steps will go a long way in protecting ourselves and our families, our persons served and our coworkers.

Colin McKenney, CEO



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Fw: COVID-19 Update April 13, 2020

1 message

Sun, May 3, 2020 at 3:25 PM

Sent: Mon Apr 13 2020 13:22:48 GMT-0500 (CDT)**Subject:** COVID-19 Update April 13, 2020[View this email in your browser](#)

Good afternoon, Starkey parents, guardians, board members and friends. This note is intended to share several positive updates, and we will continue to provide communication at least weekly on all that is happening here during the COVID-19 pandemic and related stay-at-home order.

Last week, we shared with you that we had a confirmed case of COVID-19. We are pleased to report that two weeks have now passed since that employee could have come into contact with anyone else at Starkey, and no other individual has exhibited symptoms. In addition, our employee is recovering and getting stronger each day. So, both of those things are very good news.

This situation has reinforced that our distancing plan is the best way to keep everyone safe and healthy, and reminds us that we need to continue to be as cautious as possible to minimize the chances of persons served or other employees being infected. Each direct-support employee has been issued at least one face mask, and we are distributing more and more as they become available. They have been directed to wear those at all times while interacting with persons we serve. They continue to monitor their temperatures before reporting for work, and persons served are also having their temperatures monitored regularly. We have also increased cleaning and sanitation efforts, especially as they relate to surfaces that get a lot of contact in our homes.

Based upon the guidance we are receiving from local, state and federal officials, we intend to continue all of the steps we have implemented through the end of April, and longer as the situation may require.

Lastly, while it is never easy to be apart from those we love, I understand that not being able to get together on Easter may have been especially difficult. We recognize that family and friends of persons served by Starkey have had to make sacrifices during this crisis, and your support has been remarkable. The success we have experienced so far would not be possible without all of you. Please continue all that you are doing to stay healthy, and we will do the same for your loved ones.

Colin McKenney, CEO



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Fw: COVID-19 Update April 21, 2020

1 message

Sun, May 3, 2020 at 3:25 PM

Sent: Tue Apr 21 2020 09:32:14 GMT-0500 (CDT)**Subject:** COVID-19 Update April 21, 2020[View this email in your browser](#)

Good morning, Starkey parents, guardians, board members and friends. We are reaching out once again to let you know how we are doing while staying at home and staying healthy during this unprecedented pandemic.

We have received a number of questions about when our day programs will start to return to “normal.” There is obviously no precise answer to that question, because we will continue to follow the guidance of our local and state authorities concerning required and recommended action to keep everyone safe. We anticipate that there will be a delay between the time Governor Kelly lifts the stay-at-home order and when we will begin to reopen our day programs. When we do, our focus will include efforts to decrease the number of people in a shared space and increase the distance between them. Being able to see the progress on construction of our new Life Enrichment facility is an even bigger deal at this time as we recognize how helpful having that additional space will be related to our social distancing efforts. I remember the discussion about naming our capital campaign, and the suggestion that “Saving Lives” was the best choice. Based upon what we know today, that name seems even more appropriate.

We have equipped one of our vacant homes to be used for isolation care in the event that someone we serve does test positive for COVID-19. While we

obviously hope that we will not need such a location, it is nice to have it available as a resource. We are also very grateful to a number of our employees who have stepped forward and indicated a willingness to work in such a location if the need arises. In case I haven't said it enough already, our employees have been OUTSTANDING over the past month while so much has changed. What hasn't changed is their dedication to persons we serve and the goal of bringing value to each day. This is yet one more reason why Starkey is truly blessed.

Lastly, but equally important, we continue with recommended safety protocols, including making masks available for persons served who wish to wear one (staff have already been provided these masks and are expected to wear them on every shift), monitoring temperatures daily and making cleaning supplies readily available to homes. Thank you to everyone for your understanding about limiting contact and visits during this time. We look forward to a time when we can relax that part of our plan, but for now we believe that the success we have had in avoiding the virus is due in large part to reducing the number of people who have contact with individuals we serve.

Again, thank you so much for the numerous ways you lend support to our efforts during these challenging times.

Colin McKenney, CEO



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Fw: COVID-19 Update April 29, 2020

1 message

Sun, May 3, 2020 at 3:24 PM

Sent: Wed Apr 29 2020 09:18:03 GMT-0500 (CDT)**Subject:** COVID-19 Update April 29, 2020[View this email in your browser](#)

Good morning, Starkey parents, guardians, board members and friends. It has been reported that the Governor will relax her stay-at-home order starting next week. However, we don't yet know if Sedgwick County will do the same.

If the restrictions are lifted, that doesn't mean that services at Starkey are immediately going to go back to the way they were. All the guidance we have received indicates that because we serve individuals who may be at a greater risk if exposed to the virus, our efforts to return to regular programming will take place over several weeks, and longer if the guidance suggests that is the way to go. We will have to find good ways to limit the number of people who gather in one place, and to provide enough space to maintain a healthy distance. So, while we all want to declare victory over the virus and get back to normal, Starkey will continue to emphasize a safe and thoughtful approach.

One thing that might change next week would be the requests from persons served and family members to spend time together. If the Governor removes restrictions on traveling around the state, coming to visit persons served or taking them out to dinner will seem more appropriate. While finding ways for persons served and their families to visit makes sense, we still need to do all that we can to do that while incorporating social distancing. Maintaining distance

between people, wearing masks and washing hands should be incorporated as part of efforts to visit in the safest possible way. Going back to interacting without those safeguards could undo all the effort we have put in to try and keep everyone safe for the past six weeks.

Although there is hope that the spread of the virus may be on a downward trend, the highest number of confirmed cases in Kansas in a single day was just last week. Until we can confirm a downward trend and the potential risk seems to have decreased, our efforts to distance persons we serve will continue.

Thank you for continuing to work with us to keep persons served safe. We are hopeful that the greatest challenges are now behind us, but we don't want to risk all the success we've had in keeping each other healthy by changing our plan too quickly.

Colin McKenney, CEO



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Fw: COVID-19 Update May 1, 2020

1 message

Sun, May 3, 2020 at 3:23 PM

Sent: Fri May 01 2020 14:04:41 GMT-0500 (CDT)**Subject:** COVID-19 Update May 1, 2020[View this email in your browser](#)

Last night, Governor Kelly outlined her plan for slowly reopening our state in three phases between now and mid-June (details available at covid.ks.gov). The first phase, which will last until at least May 18, will continue many of the safeguards that have existed for the past six weeks.

I appreciate her ongoing concern for the safety of all Kansans, and based on her new guidance, services at Starkey won't change for at least two more weeks. The weather should be good and allow for a few more outdoor outings for persons served and our employees, but physical distance and masks will still be the expectation to keep everyone safe. As much as we might like to loosen our restrictions on visitors at our homes at this point, we concur with the caution that Governor Kelly referenced last night on that topic.

Right now, Sedgwick County leaders are meeting to decide how they will respond in our own community. We will watch to see how a very limited reopening of our city and state impacts the number of COVID-19 cases. We are encouraging our employees to continue distancing practices when not at work, as that is the best way to keep persons served and other employees healthy.

We hope that all will go well as our state begins to take these small steps. What we learn and observe will tell us whether we can start taking progressive steps back toward more typical services later in May. Our success to this point is directly tied to the effort and care that all of you have demonstrated over the past six weeks, employees and family members alike. None of this has been easy. Thank you for your sacrifice and partnership as we work to keep everyone healthy during this very challenging time.

Colin McKenney, CEO



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