

## Memorandum

To: All VOACC Employees  
From: Russell Snyder, Chief Executive Officer  
Cc: Executive Leadership Team  
Regarding: Coronavirus Update

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The following communication is to provide you knowledge of the work that has been occurring by our leadership over the past 6-weeks (since the first identified Coronavirus (COVID-19) case in January) to prepare our emergency response for the people we support, our employees and our partners. Our affiliate is aware of challenges posed by the rising number of confirmed cases of the COVID-19 in the U.S. and, in particular, our service territory including Maryland, DC, Virginia, North and South Carolina. Since the start of the outbreak, VOACC Management has attempted to keep you informed by communicating to you via email, in-person, posting information on the intranet and internet, and weekly calls with our medical team.

Last night the President of the United States addressed the nation regarding this issue and confirmed the sense of urgency and state of emergency we are in. As such, the first thing to remember is to stay calm, all of management and all communications point to remaining calm and not to panic. I am reminded through the Book of Isaiah God's promise of protection – **Verses 41: 10,13 are below:**

**“So do not fear, for I am with you, do not be dismayed for I am your God, I will strengthen you and help you: I will uphold you with my righteous hand.”**

**“For I am the Lord your God, who takes hold of your right hand and says to you, Do not fear; I will help you.”**

We understand that this a community spread virus. There is a required need for each of you to wash your hands and keep your areas sanitized.



In addition, remember to stay home if you are not feeling well and communicate with your supervisor regarding your illness and using your sick leave.

Each region is underway with creating its individual contingency staffing readiness plan. This plan also includes the administrative office. We will enact the following preventive measures until otherwise instructed: Effective immediately:

1. Residential Staff:

- Essential Staff within Residential Programs will be identified by the VP of the Region in collaboration with each program leader. The program leader will communicate the plans for staffing to meet the needs and support levels for the required care of our person served during this state of emergency.

2. Non-Residential, Community Services and Administrative Staff:

- Essential staff within the Non-Residential, Community Services and Administrative Office will communicate with their immediate supervisors regarding their desire to work remotely.
- Non-essential staff within Non-Residential, Community Services and the Administrative Office will be working remotely once discussed with their supervisors to limit face-to-face meetings and interaction.

We will leverage technology to conduct Zoom or Skype sessions to address operational needs. Further, we will be sensitive to the needs of our staff whose children may be kept at home due to school closings.

Use of Sick Time Policy will continue as is, with the modification, employees will be allowed to use (after sick time/leave is exhausted) vacation and finally PTO, until we can determine further any financial assistance that can be achieved from the Federal, State and Local Governments. Remember to communicate with your immediate supervisors first and then Linda Bunn, Assistant Director, Human Resources regarding your benefits and any other matter regarding time off.

We will continue to assess new information on a daily basis and will communicate updates through e-mail, the intranet, Paycom system and on Zoom/Skype calls.



CHESAPEAKE & CAROLINAS

We plan on hosting the weekly COVID-19 Zoom session from our Medical Team and your Program Leadership. Your program leadership will continue to communicate with you regarding the staff readiness plans, modification to the plan and updated information that we learn from the Centers from Disease Control, the State and Local Health Departments.

If we close our offices, clinics or programs due to staff shortages or public health concerns, you will be informed of these decisions by our leadership with as much advance notice as possible.

It is my hope that all funders, public and private, will support VOACC by affirming funding through this period and assuring them that they will continue to support staff even if they are quarantined or recommended to remain out of the office. We will not allow our employees who serve so many to be unprotected during this time.

We hope that all are kept safe and remain healthy as we work together to address this public health challenge. ***Thank you for your service and remember that God is in control and his promise is to keep us from harm. God is a healing God, one who loves his children. Please keep that in mind in the days, weeks and months ahead.***

Continued prayers and blessings to all in VOACC.

Blessings,

A handwritten signature in black ink, appearing to read "Russell Snyder".

Russell Snyder  
President and CEO