

Dear Friends:

Lutheran Social Services of Wisconsin and Upper Michigan (LSS) is closely monitoring the regional impact of the Coronavirus (COVID-19) pandemic. As our understanding of the impact of Coronavirus (COVID-19) evolves, our top priority is the health and safety of our colleagues and clients. In staying true to our vision of creating healthy communities, we turn to guidance from global, national and local public health experts to best prevent the spread of respiratory illnesses.

To keep our colleagues and clients healthy and safe, we want to highlight some of the measures we have taken:

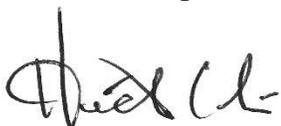
- LSS will continue to use CDC parameters to determine how to continue to best serve our clients.
 - This includes asking clients the following questions:
 - Are you or any member of your household experiencing any of the following symptoms – fever, cough or difficulty breathing?
 - Have you been in contact with anyone who has the Coronavirus in the past 14 days?
 - Have you traveled to a Level 3 country as defined by the Centers for Disease Control (CDC) within the past 14 days?
 - If the answer to any of the above questions is “Yes”, LSS colleagues are directed to encourage the individual to seek appropriate medical attention. Colleagues will not provide services to the individual at this time, unless there is an immediate need and we can modify our approach in a way that does not expose our employees. Services may be rescheduled or contacts may be made via phone or video conferencing when possible.
- Telecommuting (work from home) is strongly encouraged for eligible colleagues, provided it does not interfere with continued vital LSS operations.
- If any colleagues exhibit flu-like symptoms or a fever, they must stay home.
- Non-essential work travel is suspended.
- For those who must work on-site, we encourage:
 - Social distancing
 - Washing of hands frequently with soap and water for 20 seconds
 - Keeping work surfaces and office equipment clean and disinfected

Should office closures become necessary, we will immediately inform colleagues, clients and other stakeholders and communicate how it affects service to clients. We are committed to continuing quality care to those we serve.

Please visit <https://lsswis.org> for further timely updates on our efforts. For additional information about the Coronavirus, visit the [CDC \(Centers for Disease Control and Prevention\) website](https://www.cdc.gov).

Through this difficult time, we keep our mission top of mind and close to our hearts: *Act compassionately. Serve humbly. Lead courageously.*

With Warm Regards,



Héctor Colón