



Dear WILS Community,

In response to the novel Coronavirus COVID-19, WILS is being proactive about consumer and staff health by taking non-pharmaceutical interventions. These are actions, like social distancing, that people and communities are taking to help slow the spread of respiratory illnesses like COVID-19. This means that WILS has suspended all in-person outreach until further notice and is strongly encouraging phone communication for any WILS business you need to conduct.

Be assured we will do everything we can do to continue to serve our consumers safely. A dedicated crisis team is in place to ensure that every development is treated with urgency. We are following the guidance of the CDC and local health officials. We have developed enhanced procedures to ensure the safety of both our staff and consumers. These include the following procedures:

- Hand sanitizer available and frequent hand washing is encouraged
- Increased frequency of office cleaning for enhanced sanitation
- Postponed in-person meetings and all events
- Required social distancing & contactless case work procedures
- 14 day quarantine for any staff who have traveled, experienced symptoms or exposure
- Modified operations when needed to be able to continue to serve you

We are focused on making sure our employees can put their health first and foremost as we face this situation together. We are implementing an emergency paid time off policy which will help ensure that our staff are able to stay home if they are experiencing symptoms. We will continue to update our website and social media accounts to continuously keep you informed.

Every action we take is with you in mind. We are working tirelessly to do what is best for everyone and are committed to providing excellent care. We are proud to be your choice for care at home and local disability resource expert. We look forward to seeing you again soon and if you have any questions or concerns, we are just a phone call away at 855-WILSWAY.