

March 14, 2020

Dear Devereux Families:

We hope you are all doing well. This is a very complicated time, especially for families with children using behavioral healthcare services. We are here to support you and your child in every way we can.

As you are likely aware, a Federal state of emergency has been declared in the effort to combat nationwide spread of COVID-19. Additionally, every state in which Devereux provides services (with the exception of Rhode Island) are now under state-wide declarations of emergency.

Our most important task at Devereux is to continue providing our essential services during this complicated and unprecedented time, while ensuring our programs remain safe and healthy for our clients and staff. We know this is best for the children we serve and that it's also what you, our families, expect of us.

As such, effective immediately, a NO IN-PERSON VISITATION policy has been put in place at every Devereux program nationwide.

Devereux is acutely aware of the importance of family connectivity and are universally committed to family support and engagement in care. Given the extraordinary and unprecedented situation we are currently in, we must prioritize the physical health and wellness of our clients and staff.

We are working urgently to establish Zoom visitation rooms, so families can continue to visit with their children on their regular schedules, and hopefully even more frequently, using technology. We will absolutely be maintaining face-to-face connection for families, but we must now do this via remote technology, for the safety and good health of all.

This is not ideal for any of us – not for clients, not for families and not for Devereux – but this is the very best way we can keep our clients and healthcare workers safe and healthy. This is also a very important protection factor for our families. Social distancing of this nature is the single most effective tool we all have to protect against COVID-19, and to help do our part to stop community spread.

If you have any specific concerns about this new visitation policy, which is effective immediately, please contact us right away using your normal communication methods/phone numbers. We understand some families may decide they would prefer to take their children home during this period. We will support each family in their individual decisions on this matter. Please know that any child who is removed from care during this national emergency period will not be allowed to return to care until the national emergency status has been

lifted. Once community spread of the virus is under control, of course, your child will be welcomed back into care.

Devereux's entire leadership team across the country, and all of our dedicated staff, are focused entirely on providing safe and therapeutic care and maintaining strong family connections while also keeping our residential units, campus homes and all other sites like schools and recreational buildings carefully disinfected, toward the goal of maintaining a healthy and happy client and staff community. Ultimately, we are just as focused on ensuring the health and safety of the clients and staff at Devereux as we are on ensuring the same for our own homes and families. Our Devereux Family Standard demands nothing less. A few examples of our new protocols include:

1. All our locations – campus-based and in the community – are now “handshake free” social distancing zones. While this is a simple, yet effective method of preventing virus spread, we are taking special caution to institute these practices in ways that respect our clients' unique styles of learning and their understanding of the world around them. We are teaching all sorts of fun alternatives to our clients, including the very popular “jazz hands” greeting, and even incorporating new, non-handshake greetings into our positive behavioral interventions and supports platforms. It is very important to us that while we hone in on new practices around cleaning, social distancing and health monitoring, we don't make our clients feel “distanced from,” which would negatively impact our therapeutic engagements.
2. We are carefully monitoring all clients and staff for any symptoms of illness, and are engaging in special precautions, such as twice daily temperature checks.
3. We have stocked all our residential settings with a minimum of two weeks of food, medicines and cleaning/sanitizing supplies, in the event supply chains are interrupted.
4. We have increased professional cleanings and sanitizations of all our homes and sites, and are/have re-trained staff in ongoing (often hourly) cleaning, sanitization and handwashing practices, using special cleaning products recommended by the CDC to address COVID-19.
5. We have eliminated all community excursions for clients.
6. We are in daily contact with/review of guidance from local health departments, specific to each county in which we operate across the country.
7. We have developed specific quarantine protocols and locations, should they be needed. As of today, we have zero known cases of COVID-19 at any

Devereux location. We are being as vigilant as possible on this front, and would immediately update families if that was to change.

8. We are planning for staffing contingencies to ensure the individuals in our care receive excellent and safe services throughout the epidemic. We have canceled all business travel, and have asked staff to very carefully consider, and hopefully eliminate, personal travel during their time off. If any staff member chooses to travel for vacation during this national emergency, they will be required to pro-actively inform us, and then must voluntarily quarantine away from our Devereux locations for 14 days following their return.

I thank you, very sincerely, for your support and engagement as we all manage through this period. This is a complicated time for us all, and we are here for you and your family.

Carl E. Clark II
President and CEO
Devereux Advanced Behavioral Health