

Hello Managers,

As you are already aware, the CLS programs have temporarily closed, causing an influx of residents to return home and CLS staff to be without their original placements.

During that transition, HR and Michele had worked hard at crafting additional shifts in residential that would hopefully serve the purpose of life rafts to both the displaced staff as well as your programs.

Now the Employment Program has been impacted. HR has met individually with each staff person affected in both CLS and now Employment in an effort to ensure staff preference is being reflected in their personal outcomes. Some staff have opted into shifts, others have opted to go to relief to allow those who want/need the shifts to get them, and still others have opted to remain home and try to ride out the current state of things.

For the first time in a long time (possibly ever), we're faced with having a pretty substantial number of relief that are all vying for hours. View this as a tiny blessing in the midst of unprecedented times. But also recognize that this means there should pretty much NEVER be a reason for overtime while this is happening.

HR, Training, and the Scheduler have started meeting daily over Zoom (a web based video conferencing tool similar to Skype) to try and help keep all parties satisfied and up-to-date with the most current information. We're working from a list of any and all displaced and relief staff needing some form of hours and dividing those names up to do frequent check ins on their availability and circumstances. We're going to cross reference this against current open hours or hours that have been filled with fulltime staff.

If there's coverage that is overtime for a staff, we're looking at getting non overtime to fill. This helps on multiple fronts. First and foremost, it gets hours to those that would not otherwise have hours. Second, it helps the budget of your sites in addition to the company's budget as a whole.

We get that pretty much all locations would prefer to have staff who are already familiar with their residents and who are already fully trained to cover their houses. Believe us, we get it from the perspective of having to put in that additional, sometimes on-the-spot training; but more importantly, we get it from the perspective of additional disruption to your resident's already thrown off routines. We also realize that over the last couple of months, quite a few of you have taken on covering things at your own sites. Moving forward, *all* shift coverage needs to be run through the Scheduler, who again, is meeting daily with HR and Training. If you currently have something worked out where you have staff with built-in overtime, please make sure you are letting HR/the Scheduler know. We have displaced staff who need a minimum number of hours every week to maintain benefits.

If you would like to join us in these meetings to have a more active part in the process or want to help brainstorm creative ideas/solutions, please let us know. We'd love to make this as collaborative for you as you would like. You have all been so amazing and instrumental in holding this company together and we thank you from the bottom of our hearts for everything you do.

We plan on meeting Monday-Friday at 9am and can send a link (or number to call via teleconference) for you to join if you're interested.