

May 15, 2020

Dear Parent or Guardian:

As you are aware, Grafton restricted several activities due to the threat of Covid-19 to our clients and staff. These included the suspension of in-person visits, therapeutic passes, community activities, and non-urgent medical appointments for our residents. We recognize that this has been significantly disruptive, and are resolved to reverse them as quickly as safely possible.

As with Governor Northam's modification of the Executive Order, we will begin a similar phased-based process. Beginning on Monday, May 18, Grafton programs will enter phase one.

Phase One will include the resumption of non-urgent medical procedures by practitioners outside of Grafton at the discretion of our medical teams. Outside contractors will restart services at Grafton – they will be masked at all times when they are inside our facilities, and maintain separation from our residents. Our corporate office will resume normal operations. We will allow our staff to travel between sites, following a protocol involving masks, hand hygiene, self-monitoring and social distancing.

Phase Two will begin when deemed appropriate by the leadership team – we hope to do so as quickly as safely possible. This phase will include the resumption of on-site visits for children's services clients only. The operating teams at each of our regions will develop plans for no more than two adults to visit on site with their loved one in an area that is sequestered from the rest of our programs and services. We will ask screening questions of all visitors, request hand hygiene and masks prior to and during the visits, and ask that you maintain social distancing as much as possible. These spaces will be sanitized after each visit. Your case manager will work with you to schedule these visits. Please know that we will do our best to expedite them, but we will not sacrifice safety by allowing multiple groups of visitors on site at one time.

We will begin the on-site visits for adult services clients in phase three. This difficult decision is due to increased risk given the prevalence of high-risk medical conditions in our adult services population.

Phase Three will similarly begin when deemed appropriate by the leadership team. This phase will include the resumption of therapeutic passes for children's services. We would ask that any off-grounds visits with family occur in areas that do not have high levels of community spread (such as the Northern Virginia counties, and Richmond region), that social distancing is maintained throughout, and only occur once family members have been screened by our staff. Please remember: all of Grafton's staff and residents are depending directly upon you (as they have upon our staff) to maintain safety and vigilance now – meaning extreme limitation on outside activities, use of masks, close self-monitoring and excellent hand hygiene.



On-site adult services visits will commence. Off-site visits will commence at a later date using guidance from the Governor, the Centers for Disease Control, local health departments, the Center for Medicaid Services, and current levels of community spread.

Community outings will also resume during this phase, but only to sites approved by our Covid-19 monitoring team. We will discontinue the use of masks at Grafton during this phase as well.

Finally, **Phase Four** will begin when it is clear to all authorities that we have passed this crisis, and will involve the cessation of self-monitoring by staff, and the end of the special hygiene procedures we have conducted since the beginning of the pandemic. Please know that phase four may not be reached until well into the fall or winter of this year, possibly after a vaccine becomes widely available.

Our teams have been an amazing resource to our clients (your loved ones) throughout. We will never be able to sufficiently thank them for what they have done. Please remember that the actions that you take in regard to your own safety not only impact you, but could also potentially impact your loved one, and the staff who have been heroically serving them throughout this crisis. We ask you to monitor your own condition closely, seek medical intervention or testing immediately, maintain social distancing and good hygiene practices, avoid crowds, and wear a mask when entering a public space.

Please do not hesitate to reach out directly to your loved one's case manager, or to the leadership team at Grafton at communications@grafton.org.

We will post our current operational phase on our website, and will remain in close contact with you throughout.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jamie Stewart', is written over a faint, light-colored circular watermark or seal.

Jamie Stewart, CEO