

April 17, 2020

Hi Everyone,

We hope you have all had a good week! We greatly appreciate the work that many of you do on the weekends at both the group homes and throughout the Agency.

We know you all keep the clients in your hearts and minds now and always. Everyone is doing the very best to support them, their families and their caregivers through this very difficult time of isolation and stress.

Some of our clients/families are struggling:

- Lack of in-home supports to allow them to leave their homes to run errands, buy groceries, or simply take a break
- Limited access to technology
- Keeping up with and understanding all COVID-19 related information, including opportunities for financial relief
- Some individuals simply do not understand why they cannot leave their home and especially why they cannot come to see their friends at UCP or in the community. Our Edendale and Memphis teams have certainly worked to make residents more comfortable and engaged by arranging virtual visits with loved ones as well as a variety of fun and meaningful activities.
- **Many are asking about all of you! They want to know how you are and whether you are doing okay**
- This can be traumatic while dealing with hospitalizations (non COVID-19 related) and other life events. As we all know, many we serve are medically fragile and it is not unusual to be in and out of the hospital which is, of course, especially stressful during these times.

What UCP is doing to support clients/families:

- Making routine calls checking in with all those we serve – both LeafBridge and OakLeaf
- Arranging virtual services and teleconferences (family visits, tele therapy, tele health, virtual job training and job placement services whenever possible - not an easy task!)
- Delivery of therapeutic equipment to individuals' homes
- Asking them about their individual challenges and needs and doing everything we can to help them address them
- Answering questions during phone conversations and even sending them fact sheets and other resources

UCP Families and clients **trust** you and **respect** you for how you are handling things and are **grateful** that the Agency chose to follow state and public health guidelines. They are always happy to connect and truly want to know how all of you are doing – they miss you as we know you miss them. You are all part of an exceptional team – one they trust and depend upon in so many ways.

If you would like to speak or correspond with clients who want to connect with you, let Crystal (OakLeaf) know at cwinters@ucpcleveland.org or Celia (LeafBridge) know at cchesnick@ucpcleveland.org. Crystal, Celia, Brian and all the case managers can make arrangements that will bring much happiness to all!

Thank you again for all that you do and your continued dedication during a difficult time for all of us as well as the community. Be well and feel free to reach out to your supervisor, Beth (216-534-9960) or me (440-454-1363) with any questions, concerns or comments.

Have a great weekend!

Trish and Leadership Team