

Hi Everyone,

Last week, I provided updates and reminders concerning our COVID-19 protocols and procedures. Today I share information about other happenings at the Agency.

Security is something that impacts us all and the safety of everyone at UCP is of utmost importance. I know I say this often, but it is true and I take this very seriously. You probably have received (or will receive soon) an invitation for safety training by an officer from the Cleveland Clinic. Please plan to attend a presentation to learn different ways we all can work together to be safe at work, at home and in the community. If you have not received an invitation, contact your supervisor. A few reminders and information:

- ***ALL guests must be welcomed and escorted to the appropriate area of any UCP location at all times.*** Guests should have an appointment. At the Wolstein Center and Alternative Education site, please provide reception/administration with a list of expected guests prior to their arrival (including food delivery services - who you must greet outside). If someone comes without an appointment or reception has not been informed ahead of time, they will be granted access only after confirmation with the relevant employee that they may enter. Do not leave guests unattended. There are no exceptions to this, even if someone is familiar with the site. Follow the security guidelines at your location. (Remember that all clients and guests must complete a COVID assessment prior to visiting or receiving services).
- ***Do not allow individuals to follow you into the building after you enter under any circumstances.*** Guests seeking access to the Wolstein Center must use the call box to be admitted. This includes individuals you know and those who you are not familiar with. We have had frequent instances where unknown individuals have entered the lobby or sat in the vestibule. This is a high security risk. Please remember to have your badge readily available and visible at all times. This is for your own safety - so you may enter the building quickly and are easily identifiable to other employees you may not know. If you have misplaced your badge, contact Donna regarding a replacement.
- ***Pay attention to your surroundings.*** If you see someone you do not know on the property or someone looks suspicious, do not approach them. Notify a member of the management or leadership team (when time permits). If necessary, contact the relevant police department.
 - *(Wolstein Center) Cleveland Clinic Non-Emergency Number: (216) 444-2250*
 - *(Wolstein Center) Cleveland Clinic Emergency Number: (216) 444-2222*
 - *There are nine panic buttons at different locations throughout the Wolstein Center, including main reception and LeafBridge reception. Locate the panic button closest to your area. These are for emergencies only*
 - *At other locations, call 9-1-1 for emergencies or the local police department for non-emergencies*
 - *Report any unauthorized vehicles in a UCP parking lot*
- ***Report ALL security concerns to your supervisor or any member of the leadership or management team.*** Please do not hesitate to do this; any concern should be reported no matter how big or small. This includes both work concerns and personal concerns where you feel unsafe at the Agency. Information will be kept confidential and shared ONLY with relevant parties.
- ***Client groups should remain in their assigned activity room, classroom or other location unless otherwise approved by a supervisor or manager.*** This is to prevent the spread of COVID-19 during the current rise in cases. Hopefully we can relax this restriction soon.

- ***We will soon return to a four-day on-site work week for all full-time employees who maintain a regular schedule.*** The pre-cautions we have in place have done well protecting us all from COVID-19 and we feel will continue to do so. We now have multiple entrances open at the Wolstein Center, we have less crowded areas due to the start of the school year and re-location of programming (to also promote their well-being) and we have safe workspaces. Please reasonably limit contact with other employees and stay socially distanced at all times. Have virtual meetings when possible and have guests enter your location only when there is not another option.
- ***Do not be afraid to remind each other of protocols or procedures, especially if you are feeling unsafe.***

One of the most important things you can do to stay safe is to be aware. When you are walking, avoid looking at or talking on your cell phone. Scan the area when you exit your vehicle and remain cognizant of your surroundings. Hold personal belongings close to you. These are simple steps but they can make all the difference.

I reiterate that you should please share with management anything that makes you uncomfortable. We can only address issues or problems when we are aware of them. I am available to talk at any time and can be reached on my cell at (216) 534-9960 or via email. I will do my best to help and will keep your confidence.

I hope you have a great weekend,

Beth