



Update: March 18, 2020

Dear Solutions Clients and Families:

Since last week, many changes have taken place in our country and local community in response to the COVID-19 crisis. The Aspen Skiing Company, local restaurants and coffee shops, theatres, fitness centers and other establishments, where people congregate have been ordered to close for the next 30 days by order of the Governor of Colorado.

All of us at Jaywalker have an obligation to do everything in our power to slow the spread of the COVID-19 virus in our community. Today, we are taking additional actions that are in the best interest of protecting the health and well-being of both clients and staff at our **Solutions** program:

1. We are implementing the steps necessary to "*Shelter in Place*", requiring residents to remain in our residential facilities, leaving only for approved activities and minor exceptions, including:
 - Tasks essential to maintain health and safety, such as obtaining medicine or seeing a doctor.
 - Engaging in outdoor activities, such as walking, biking, hiking, running, climbing, and fly fishing provided that they maintain at least 6 feet of social distancing.
2. In our Solutions program, those clients who are currently working part time jobs have been instructed to suspend their employment for the duration of their treatment stay in Solutions. We are working with each client individually to affect this transition.

We will remain open and continue to provide all treatment and clinical services. Please be assured that all arrangements have been made to secure necessary services and supplies for clients such as food and medicines, and other items necessary for everyone to be comfortable during their treatment stay at Jaywalker. We are adding more recreational activities in-house, relaxing restrictions on personal electronic devices, and acquiring new fitness equipment for each of our programs.

I also wanted to share with you additional steps that we have taken elsewhere in our company since last week, to keep our clients, staff and community safe during the Coronavirus crisis.

1. We have implemented a comprehensive Telehealth platform that is fully encrypted and HIPAA compliant, to allow our counselors to communicate virtually in both 1-1 or group sessions with patients and families.
2. In an effort to limit physical contact and keep our Outpatient and Sober Living community safe, we have moved all outpatient group and outpatient counseling sessions online through our new Telehealth system for the duration of the crisis.
3. We have expanded our in-house Alcoholics Anonymous and Narcotics Anonymous meetings and are providing opportunities for our clients to participate in numerous online 12 Step meetings.
4. We have moved to lower risk of exposure activities for recreation and fitness while our partners at the Recreation Center, Yoga, MMA and CrossFit remain closed during the crisis.

We will be providing more information and updates in the coming days and weeks. Please feel free to contact any of us on the clinical or management team with any questions of concerns. Please stay safe. We will get through this together.

Bill Anuszewski
CEO, Jaywalker Lodge



March 13, 2020

Dear Jaywalker Family and Community,

At Jaywalker, we take our responsibility to the safety of our clients and our community seriously. For the past few weeks, we have been closely monitoring the spread of COVID-19 throughout the United States, following guidance from the CDC and local health authorities, and consulting with community health experts to ensure we have the right plans and resources in place to safeguard the health and wellbeing of all the people we serve.

Nothing is more important. Over the past two weeks, we have taken the following actions:

- Instituted a screening process for admissions and outside visitors that includes questions about recent fevers, overseas travel, and family members' risks to reduce the possibility of introduction of the virus into the treatment environment. Anyone deemed a possible risk to our clients or staff will not be admitted to our facilities.
- Developed specific health and safety protocols for any current client or employee presenting with flu-like symptoms.
- Dispersed flu/COVID-19 prevention information and instructed staff to stay home if they are sick pursuant to CDC recommendations.
- Increased sanitization of equipment and areas within our buildings.
- Limited our client's activities in certain areas of concern (i.e. Aspen).

Today, we are taking additional actions that are in the best interest of protecting the health and well-being of both clients and staff members:

1. We have suspended non-essential work-related travel for all Jaywalker staff, as well as site visits and in-person meetings with external parties at Jaywalker's offices and facilities,
2. We are urging employees to take precautions with personal travel to minimize the risk of exposure. We understand that staff may have booked vacation or family trips. While we have no authority to cancel these trips, it is strongly suggested that employees postpone or cancel travel until the COVID-19 situation improves. Employees leaving the area will be screened/assessed prior to their return to work.
3. **Out of an abundance of caution, we are now taking the extra measure of postponing or canceling all in-person events scheduled to occur between March 16 and April 12, 2020, including the Lodge Family Program and client requested Leaves of Absences (LOA), and vendor meetings.**

Family and Friends of Alpha 180,

We take the health and well-being of our students, families, and staff very seriously. In addition to the potential risk to physical health, we recognize that the threat of COVID-19 (Coronavirus Disease 2019) also affects us emotionally. We would like to share our response to this important matter to protect both the physical safety and peace of mind of all friends of Alpha 180. We will continue to keep you up to date regarding our response as this situation develops.

A few important points about COVID-19:

- COVID-19 is a highly contagious virus expected to spread through the United States over the coming months
- Though there have been 34 confirmed cases in Texas, no cases have been reported in Austin/Travis County
- Young adults remain a low risk demographic for developing life-threatening symptoms
- Screening individuals is the most effective way to identify potential infection
- Handwashing and isolation techniques that apply to influenza should continue to be utilized

In order to protect all Alpha 180 community members, we have taken the following actions:

1. Suspended all non-essential work-related travel for Alpha 180 staff and students
 - Staff have been strongly encouraged to cancel all upcoming travel
2. Instituted screening procedures for staff and current clients
 - Any staff displaying cold-like symptoms have been instructed to stay home
3. Established a protocol if a suspected or confirmed case of COVID-19 occurs within the facility
 - We have a multi-stage procedure to address day-to-day service deliver should the virus spread further
4. Limiting community-based client activities
 - In-house meetings with community member guests have been suspended
 - Weekly activities in the community are being assessed for risk or suspended in lieu of in-house activities
5. Enacted screening procedure of all visitors and new clients
 - Only essential site visitation is permitted, and all visitors are being screened for risk factors at the door
6. Daily disinfectant protocol for all facilities with viricidal solution
7. Conducted staff training on COVID-19 and prevention measures
8. Educated clients regarding COVID-19 and prevention measures
9. Daily monitoring of COVID-19 progression and best practices for prevention
10. Are developing a multi-stage protocol to adapt daily programming in the event that symptoms are reported in the Austin community or amongst Alpha 180 staff or students

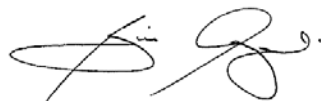
What can you do to help?

- Please consider postponing any planned visitation to Alpha 180
- Please consider postponing any planned travel with your student
- Support us by helping your student understand the importance of following recommendations regarding exposure prevention

4. We will be offering our family therapy component remotely via computer so that families do not have to travel to our site for the family program or their individual family counselor session.
5. Working with the program directors, we are implementing new guidelines and protocols that call for limiting or suspending group activities and interaction within our local community. These include:
 - Recreational and fitness remain a vital part of the Jaywalker experience. However, we are shifting our current activities (CrossFit, Yoga, Rec Center, Martial Arts, Skiing) to pursuits that have a lower risk of exposure (i.e. hiking, biking, in-house fitness and yoga classes, golf, fly fishing, etc.)
 - Clients will not be attending outside 12 Step meetings (i.e. AA, NA, MIR, YRC) and Jaywalker will provide both AA and NA meetings to clients and staff in our facility.
 - We are suspending until further notice sign-outs and all community meetings at Jaywalker Lodge. This includes the Wednesday night Alumni Dinner & Meeting and the Friday Night Speaker Meeting.
 - We will provide on a limited basis a dedicated space and protocols for clients to meet with sponsors and family members who may be visiting.
 - Restrict access to each of our buildings only to visitors that have been pre-screened/pre-approved.
6. In conjunction with the Garfield County Public Health Department, there is a process in place to screen any Jaywalker client or staff member who has come in contact with an infected individual or exhibits symptoms of COVID-19 and provide quick access to testing for the virus.
7. The clinical and operations teams, working with local health authorities have finalized the protocols that will go into effect in the event we have a resident or staff member who's been exposed or in recent contact with an infected individual, or a client or staff member who has symptoms of the illness, or is positive for COVID-19. We will continue to update and assess each program's preparedness for implementing voluntary isolation of clients as necessary, and our ability to respond to a mandatory quarantine order.

With the COVID-19 situation evolving quickly, we believe we must act decisively in order to minimize risk for the Jaywalker community and do our part to slow the spread of this outbreak across the local community. We are monitoring the situation closely and will continue to assess our protocols and future events as the situation evolves, always putting health and safety first.

Thank you for your support and commitment as we respond to this evolving situation together.



Bill Anuszewski
CEO, Jaywalker Lodge

As always, we will follow our standard infectious diseases protocol, while diligently monitoring the progression of this issue. If you have any questions or concerns, please contact me or our Director of Operations at wes@alpha180.com. We greatly value the well-being of all those we serve and are committed to keeping them safe.

Sincerely,

A handwritten signature in black ink, appearing to read "Nico Doorn", with a stylized flourish at the end.

Nico Doorn, Executive Director

Up-to-Date info on COVID-19 in Austin, Texas

<http://www.austintexas.gov/COVID19>

CDC info on COVID-19

https://www.cdc.gov/coronavirus/2019-nCoV/index.html?mc_cid=76b90cef23&mc_eid=a09538fc9e

Family Update

March 13, 2020

Update on COVID-19 at Jaywalker Lodge

Dear Families,

The leadership team at Jaywalker Lodge met with all clients and staff this afternoon with the latest COVID-19 update. Please see our email below, which contains information about details on the actions we are taking in response to the COVID-19 virus. Jaywalker Lodge is not shutting down, and all clinical services remain open. However, in an effort to minimize close contact among groups of people, we are canceling certain recreational activities and outside. We are also suspending in-person visits and our moving our Family Program on-line.

Please know that our leadership teams are working with health officials, at the city, state, and national level to keep everyone informed, work on contingency planning, and manage a constantly shifting situation. We appreciate your continued patience, which is critical to our efforts to keep our community as healthy and safe as possible.

These are certainly unprecedented times. Let me again thank you all for your support as we work to uphold the safety and well-being of our community. I will continue to be in touch as information becomes available

With care,

Bill Anuszewski, CEO Jaywalker Lodge



COVID-19 – “Coronavirus”

WHAT WE CURRENTLY KNOW

Current understanding about how the virus that causes coronavirus disease 2019 (COVID-19) spreads is largely based on what is known about similar coronaviruses. As more information becomes available on how COVID-19 spreads, Jaywalker Lodge will provide updates.

HOW IT SPREADS:

Person-to-person spread

The virus is thought to spread mainly from person-to-person.

- Between people who are in close contact with one another (**within about 6 feet**).
- Through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.

Spread from contact with infected surfaces or objects

It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.

Can someone spread the virus without being sick?

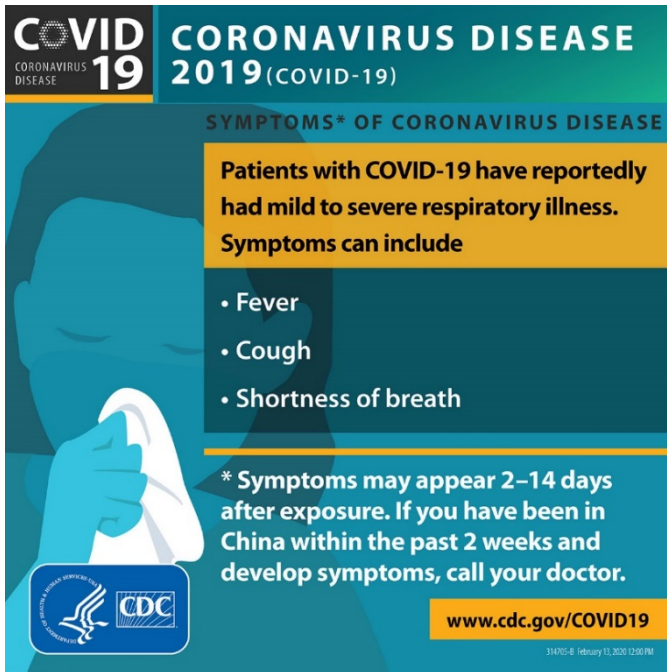
- People are thought to be most contagious when they are most symptomatic (the sickest).
- Some spread might be possible before people show symptoms; there have been reports of this occurring with this new coronavirus, but this is not thought to be the main way the virus spreads.

How easily does the virus spread?

How easily a virus spreads from person-to-person can vary. Some viruses are highly contagious (spread easily), like measles, while other viruses do not spread as easily. Another factor is whether the spread is sustained.

The virus that causes COVID-19 seems to be spreading easily and sustainably in the community (“community spread”) in some affected geographic areas. Community spread means people have been infected with the virus in an area, including some who are not sure how or where they became infected.

SYMPTOMS



Reported illnesses have ranged from **mild symptoms to severe illness** and death for confirmed coronavirus disease 2019 (COVID-19) cases.

Symptoms may appear **2-14 days after exposure***:

- Fever
- Cough
- Shortness of breath

PREVENTION

There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19). The best way to prevent illness is to avoid being exposed to this virus. However, as a reminder, CDC always recommends everyday preventive actions to help prevent the spread of respiratory diseases, including:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.

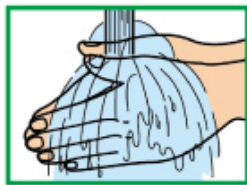


- Follow CDC's recommendations for using a facemask.
 - CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19.
 - Facemasks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others. The use of facemasks is also crucial for health workers and people who are taking care of someone in close settings (at home or in a health care facility).
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
- **If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.**

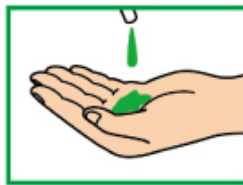
PROPER HAND WASHING TECHNIQUE

1 Wash

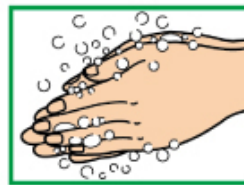
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1 Wet the hands



2 Take an adequate amount of liquid soap



3 Rub hands to lather



4 Rub the back of each hand with the opposite palm



5 Rub palms with fingers interlaced



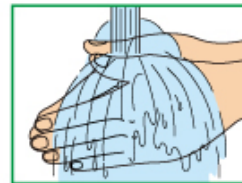
6 Rub each thumb clasped in the opposite palm



7 Rub fingertips in the opposite palm



8 Scrub the wrists



9 Rinse well with running water

TREATMENT

There is no specific antiviral treatment recommended for COVID-19. People with COVID-19 should receive supportive care to help relieve symptoms. For severe cases, treatment should include care to support vital organ functions.

PEOPLE WHO THINK THEY MAY HAVE BEEN EXPOSED TO COVID-19 SHOULD CONTACT THEIR HEALTHCARE PROVIDER IMMEDIATELY.

WHAT TO DO IF YOU ARE SICK

Stay home except to get medical care

People who are mildly ill with COVID-19 are able to isolate at home during their illness. You should restrict activities outside your home, except for getting medical care. Do not go to work, school, or public areas. Avoid using public transportation, ride-sharing, or taxis.

Call ahead before visiting your doctor

If you have a medical appointment, call the healthcare provider and tell them that you have or may have COVID-19. This will help the healthcare provider's office take steps to keep other people from getting infected or exposed.

Separate yourself from other people

People: As much as possible, you should stay in a specific room and away from other people in your home. Also, you should use a separate bathroom, if available.

Wear a facemask – IF YOU ARE SICK

You should wear a facemask when you are around other people (e.g., sharing a room or vehicle) or pets and before you enter a healthcare provider's office. If you are not able to wear a facemask (for example, because it causes trouble breathing), then people who live with you should not stay in the same room with you, or they should wear a facemask if they enter your room.

Cover your coughs and sneezes

Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in a lined trash can. Immediately wash your hands with soap and water for at least 20 seconds or, if soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.

Clean your hands often

Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry.

Soap and water are the best option if hands are visibly dirty. Avoid touching your eyes, nose, and mouth with unwashed hands.



Clean all 'high-touch' surface everyday

High touch surfaces include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables. Also, clean any surfaces that may have blood, stool, or body fluids on them. Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation during use of the product.

Remember, call ahead to a healthcare professional if you develop a fever and symptoms of respiratory illness, such as cough or difficulty breathing, and have been in close contact with a person known to have COVID-19 or if you live in or have recently traveled to an area with ongoing spread. Tell your healthcare professional about your recent travel or contact. Your healthcare professional will work with your state's public health department and CDC to determine if you need to be tested for COVID-19.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

PPE equipment is available in each building's tech office. This includes gloves, face masks, and full PPE kits (gown, gloves, eye protection, mask).

Who Needs to Wear PPE

Gloves should be worn anytime there is a chance that contact with any bodily fluids or other potentially infectious materials could occur.

Masks should be reserved for individuals who have symptoms of illness or are confirmed with COVID-19. The only time a mask should be worn by a healthy individual is if there will be close contact (less than 6 feet) with a person exhibiting symptoms or with confirmed COVID-19.

Eye protection and gown should only be worn during times of close contact with an individual with confirmed COVID-19. Use of this type of PPE equipment would be to protect the mucous membranes of the eyes, nose and mouth during patient-care activities that are likely to generate splashes or sprays of blood, body fluids, secretions and excretions.

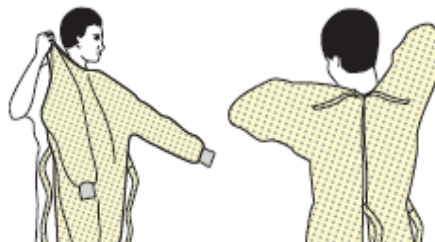
Knowing how to properly put on and remove PPE is crucial to your own protection.

SEQUENCE FOR **PUTTING ON** PERSONAL PROTECTIVE EQUIPMENT (PPE)

The type of PPE used will vary based on the level of precautions required, such as standard and contact, droplet or airborne infection isolation precautions. The procedure for putting on and removing PPE should be tailored to the specific type of PPE.

1. GOWN

- Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back
- Fasten in back of neck and waist



2. MASK OR RESPIRATOR

- Secure ties or elastic bands at middle of head and neck
- Fit flexible band to nose bridge
- Fit snug to face and below chin
- Fit-check respirator



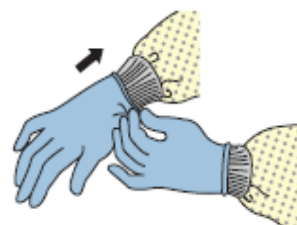
3. GOGGLES OR FACE SHIELD

- Place over face and eyes and adjust to fit



4. GLOVES

- Extend to cover wrist of isolation gown



USE SAFE WORK PRACTICES TO PROTECT YOURSELF AND LIMIT THE SPREAD OF CONTAMINATION

- Keep hands away from face
- Limit surfaces touched
- Change gloves when torn or heavily contaminated
- Perform hand hygiene



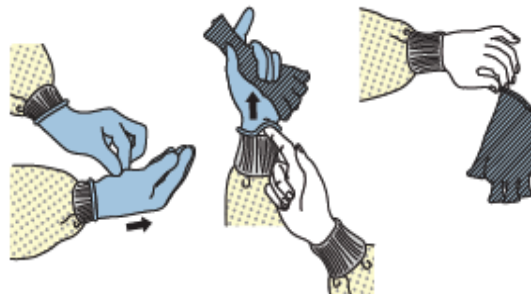
HOW TO SAFELY REMOVE PERSONAL PROTECTIVE EQUIPMENT (PPE)

EXAMPLE 1

There are a variety of ways to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. Here is one example. **Remove all PPE before exiting the patient room** except a respirator, if worn. Remove the respirator **after** leaving the patient room and closing the door. Remove PPE in the following sequence:

1. GLOVES

- Outside of gloves are contaminated!
- If your hands get contaminated during glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Using a gloved hand, grasp the palm area of the other gloved hand and peel off first glove
- Hold removed glove in gloved hand
- Slide fingers of ungloved hand under remaining glove at wrist and peel off second glove over first glove
- Discard gloves in a waste container



2. GOGGLES OR FACE SHIELD

- Outside of goggles or face shield are contaminated!
- If your hands get contaminated during goggle or face shield removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Remove goggles or face shield from the back by lifting head band or ear pieces
- If the item is reusable, place in designated receptacle for reprocessing. Otherwise, discard in a waste container



3. GOWN

- Gown front and sleeves are contaminated!
- If your hands get contaminated during gown removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Unfasten gown ties, taking care that sleeves don't contact your body when reaching for ties
- Pull gown away from neck and shoulders, touching inside of gown only
- Turn gown inside out
- Fold or roll into a bundle and discard in a waste container

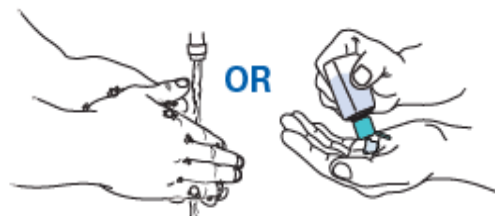


4. MASK OR RESPIRATOR

- Front of mask/respirator is contaminated — **DO NOT TOUCH!**
- If your hands get contaminated during mask/respirator removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp bottom ties or elastics of the mask/respirator, then the ones at the top, and remove without touching the front
- Discard in a waste container



5. WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER IMMEDIATELY AFTER REMOVING ALL PPE



PERFORM HAND HYGIENE BETWEEN STEPS IF HANDS BECOME CONTAMINATED AND IMMEDIATELY AFTER REMOVING ALL PPE



RELIABLE SOURCES TO GET MORE INFORMATION

While the media continues to cover the spread of the COVID-19, it's important to gather information from reliable sources. Along with hygiene and social distancing, properly educating ourselves is key in preventing the continued spread COVID-19, or any communicable disease.

Please take a moment to educate yourself about COVID-19 through the appropriate organizations:

- **World Health Organization (WHO)**

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

- **Center For Disease Control and Prevention (CDC)**

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

- **Colorado Department of Public Health and (CDPHE)**

<https://www.colorado.gov/pacific/cdphe/2019-novel-coronavirus>

- **Garfield County Public Health**

<https://www.garfield-county.com/public-health/novel-coronavirus/>

There are multiple hotlines available for current information in the State of Colorado:

- | | |
|---|----------------------------|
| • Colorado Health Emergency Line | 877-462-2911 |
| • Garfield County Public Health | 970-945-6614 x 2037 |
| • Pitkin County Community COVID-19 | 970-429-6186 |

Jaywalker's leadership team is available to provide support and to navigate any situations that may arise 24/7. Please do not hesitate to call one of us at any time:

- | | |
|--------------------------|---------------------|
| • Bill Anuszewski | 970-309-0700 |
| • Stefan Bate | 970-618-2913 |
| • Kortney Hartman | 970-989-8708 |
| • Patrick Shaffer | 970-379-9943 |