



To: Crossroads' Partners
From: Crossroads' President CEO & Senior Leadership Team
Date: March 13, 2020
Subject: COVID-19 (Coronavirus Disease 2019)

MEMORANDUM

As conditions and recommendations evolve regarding COVID-19, our Leadership Team has been monitoring announcements and updates from health authorities, and evaluating its impact on our mission, partners, staff and clients. As an important partner, we also understand that limiting any impact this health event could have on our services is imperative. We are keenly focused on our preparedness efforts to maintain a safe work environment for our staff while sustaining our essential business operations. The safety of our staff and stakeholders is of the utmost importance and we want to share some of the most recent steps we have decided to take to reduce the risk of COVID-19. We are continuing to provide services, with the below precautionary measures in place:

- ✓ Effective March 13th, the Crossroads Job Center, located in Citrus Heights has been closed. Staff will continue to provide client and stakeholder support remotely and will continue to be available via email and phone during normal business hours.
- ✓ Also, effective March 16th, Our Corporate Office, located at 9300 Tech Center Dr, will be closed. Staff will continue to work remotely from home or an alternate Crossroads' location. Staff will remain available via email and phone during normal business hours.
- ✓ Both our Corporate Office and Job Center are scheduled for disinfecting the week of March 16th.
- ✓ All Staff with symptoms of respiratory illness (shortness of breath, cough, fever) will be required to stay home.
- ✓ Staff has been provided information and best practices to prevent the spread of any illness
- ✓ All travel has been suspended until further notice.
- ✓ In person meetings are limited to matters that are essential to business continuity.

Crossroads is not currently aware of any clients or staff who have COVID-19. We want to assure everyone that we will continue to be as transparent as permitted.

We will continue to monitor this fluid situation and will shift workloads, as necessary, to ensure essential services remain operable. Thank you for your flexibility during this rapidly evolving situation.

Take care of yourselves and rest assured we will continue updates as we get new information.