



LifeStriders Operational Statement Regarding COVID-19

As a social service agency serving south eastern Wisconsin, LifeStriders is considered an essential service and as a health care service provider authorized by the Department of Health and Human Services, is able to remain open and continue to serve those who need it most.

LifeStriders is providing health and human services that are essential to the health and wellness of our community and we are working hard to follow the mandated protocols, maintain sanitation and social distancing procedures.

The following information is very important:

First and foremost, all persons will have their temperature taken with a touch free thermometer upon entering LifeStriders' premises to confirm body temperature. Only persons that have a body temperature of 99.9 or less are permitted entry to LifeStriders.

Messages are placed on each door; participants are directed to wait in their vehicle until staff/designated volunteer directs them to enter. All persons are directed to enter using one door and to wash hands immediately upon entrance. No person is allowed entrance to facility without an appointment.

Volunteers will be required to practice thorough hand sanitization and to strictly follow 6-foot social distancing guidelines when not participating in a therapeutic session.

LifeStriders' staff and contractors will be following the CDC's recommendations on social distancing and basic hygiene.

All late cancel and reservation models are waived for anyone confirmed to have Covid-19, and to anyone experiencing cold like symptoms or if they have had exposure to anyone with Covid-19, or any cold or flu like symptoms.

Finally, LifeStriders COVID 19 Response Plan Includes but Is Not Limited to:

- All persons on LifeStriders' premises are to enter facility wearing PPE and should plan on wearing the face mask for the entirety of their time on LifeStriders' premises. Persons who are more than 35' from all other persons at all times, may remove PPE with staff approval and if practicing proper sanitation and disposal techniques.



- Employee and contractor communication handled virtually wherever possible.
- Regular temperature scans performed for all on-site employees and contractors.
- Regular temperature scans performed for all on-site participants and volunteers.
- All persons on LifeStriders' premises are to remain more than 6' from all other persons unless while receiving direct care from a therapist or instructor, persons that are immediate family members who live in the same household, volunteers who are working directly with that participant, or in an emergency safety situation.
- A regular workflow audit that removes instances of any person being within 6' of each other.
- Family members to be trained in emergency procedures as side walkers to limit the amount of person to person contact outside of one household.
- Horse leaders to remain as far from rider and side walkers as possible and approximately 1' distance away from horse at all times unless during an emergency situation.
- Persons who are not actively participating in volunteering/side walking positions are asked to remain in their vehicles to limit the amount of people within the facility.
- Floor markings will be placed in high traffic spaces at 6' increments throughout facility to reinforce social distancing.
- Whenever possible, side walkers and leaders are to walk on opposite sides of horses to increase space between persons.
- Staggered use of all shared spaces, including bathrooms.
- Staggered facility entry and exit procedures.
- Elective work at home for all employees and contractors except the absolute minimum required for baseline administration and logistics functions.



- Sanitary processes implemented throughout facility (soap, hand sanitizer, single-use gloves, doors propped open, hands-free capabilities, no shared food).
- Blue tape marking of surfaces that receive frequent human contact; disinfection of these surfaces multiple times daily.
- Cleaning of surfaces and equipment used that has been in contact with any human between each client interface.
- Employees, volunteers, participants, and contractors must immediately report symptoms associated with COVID-19 exposure.
- Employees, volunteers, participants, and contractors must report contact with any person who tests positive for COVID-19; subsequently self-quarantine for 14 days is required and person must be symptom-free for 14 days before returning to LifeStriders' premises.
- If any person has experienced any cold or flu symptoms, or has been in contact with anyone experiencing any cold or flu symptoms, this person must refrain from coming to LifeStriders' premises for a period of 14 days after symptoms subside.

The health and safety of our families and team remains our top priority during this period of uncertainty. Rest assured, as an organization we are deeply committed to following all CDC guidelines for the health and safety of our team and our families.

The current situation is fluid and our strategic plans for COVID-19 will likely be amended. For any questions please call 262.565.6124 or email striders@lifestriders.org.

The LifeStriders Team