

Dear Families, Clients and Colleagues,

As a dedicated provider of mental health and co-occurring substance use disorders, Benchmark Transitions takes the safety of our clients, employees and visitors as a priority. As a licensed and certified residential & outpatient treatment center, and a structured clinical transitional living program, we are also fully accredited by The Joint Commission for Behavioral Healthcare, thus experienced in practicing General Infection Prevention and Control protocols.

Benchmark Transitions remains committed to staying open and providing essential treatment and clinical transitional living services to young adults, ages 18-28, with mental health and co-occurring substance use disorders.

As we continue to monitor our resources from The Joint Commission, The CA Department of Health Care Services, and CA Department of Social Services, San Bernardino County Department of Healthcare and the Centers for Disease Control and Prevention (CDC), Benchmark is following guidelines outlined by local, state and federal governments and has implemented the following criteria:

- Benchmark will continue to review and update our emergency plans as needed, in addition to strategic referral process for anyone with signs or symptoms of COVID-19.
- We continue to communicate with staff and clients on health and safety precaution measures for infection prevention, including:
  - Increased hand hygiene – washing with soap and water for 20 seconds before and after individual and group sessions, as well as before and after mealtimes as well as for activities throughout the day and evening and hand sanitizer in accessible locations.
  - Increased routine cleaning and disinfecting of all facilities, at least two times daily for each facility and home.
  - Avoiding close contact with increased physical distancing for staff and clients.
  - Added the use of cloth face coverings to provide additional protection from spreading the COVID-19 virus.
  - Daily temperature check of all clients and screening for signs and symptoms.
- The Admissions department is thoroughly pre-screening prospective and incoming clients and family members for acute respiratory illness (fever, cough, difficulty breathing), including detailed questions about travel abroad and domestically, family illness, possibility of infection of family members prior to admit and will not admit or permit anyone onsite or into the program who poses as potential threat to our current clients and staff.
- We have temporarily restricted all visitation and postponed onsite Parent Workshops.

- Families are not permitted to participate in the onsite admissions process or visit with their son or daughter enrolled in our program and are offering the opportunity to engage in tele-communications and tele-health for family sessions.
  - Case management and therapists will be able to utilize video-call in applications on cell phones & tablets as well as telemedicine technology and self-assessment tools when possible.
- All on-site staff are required to submit a Daily Wellness Certificate self-assessment at the beginning of each shift, confirming that they have not experienced signs or symptoms of COVID 19 in the last two weeks, that they aren't caring for anyone with COVID-19 and temperatures are checked prior to reporting for their shift.
- Additionally, in following stay-at-home guidelines, all client care and activities are conducted on-site, at our facilities and on our properties.
  - Clients do not go off-site for non-essential services such as shopping at grocery stores, shopping centers, entertainment venues, public events or gatherings or restaurants.
  - We are facilitating our SOAR Activities (Sober Outdoor Adventure Recreation) on our properties and local outdoor areas that are not populated, where we can maintain physical distancing while we allow our young people the opportunity to get some fresh air outside of the homes and facilities.

Benchmark Transitions is confident that by following these routine practices and the evolving CDC guidance, we can provide for the safety and well-being of our clients, staff and visitors.

Sincerely and in Good Health,



Jayne S. Longnecker-Harper, M.Ed., Founder & CEO  
Benchmark Transitions