

LOOKING AHEAD: OUR PLAN TO SAFELY RESUME SERVICE

As parts of the country begin to reopen and public health restrictions lift, we're taking careful steps to ensure the wellbeing of our members, our partners, and our team.

We know that as eager as our members are to resume their service, they are just as concerned with making sure it's safe to do so. Please know that our team also cautiously looks forward to a return to normalcy in the near future.

To guide our decision-making, we've developed a list of conditions that must be met for us to consider returning to in-home service, based on a variety of parameters. These include:

What is the government saying?

- The particular service category is permitted
- Non-essential businesses are open
- Social distancing has been relaxed to allow for service

What is the data saying?

- COVID cases have been declining for at least 7 out of the past 10 days
- The local 14-day incidence rate is below 50 cases per 100,000 people (for limited in-home service)
- The local 14-day incidence rate is below 25 cases per 100,000 people (for full in-home service)

What are our building partners saying?

- Building partners have approved resuming the service category
- Building teams are on-site and safely using PPE
- Building amenities have reopened
- Our service partners have provided proof of PPE protocol

What are our members saying?

- The household has been symptom-free for at least 14 days
- Permission to Enter has been reissued
- We are able to socially distance due to no one being home and/or guidelines being relaxed

What is our team saying?

- The Alfred has been trained in safe service delivery
- The Alfred is asymptomatic and has passed our Daily COVID Screening
- The Alfred has opted in to providing in-home service

Only when all of these conditions have been met will we take steps to restore our usual operation. When that day comes, we look forward to safely returning to in-home service with confidence.

We thank you for your incredible patience and continued support during this unprecedented time in our history. You are both our reason for being here and the reason we still are — and for that, we are so grateful.

Warmly,
The Hello Alfred Team