

Dear Participant,

This message is to inform you of [insert agency name]'s current program and procedure changes due to precautionary measures around Coronavirus Disease 2019 (COVID-19). The health and safety of our program participants, staff, guests and community partners. We are taking necessary precautions to ensure that we keep both our clients and our staff safe in light of this situation. With precautionary measures in place both by the client and the community as a whole, we are able to control the spread of Coronavirus disease.

### **Know the Facts**

It is understandable to feel worried during a disease outbreak, but knowing the facts and knowing how to protect yourself can empower you to feel safer and in control of your own health.

We advise all of our clients to follow the 3 C's: **Clean**, **Cover**, and **Confine**.

- **Clean** your hands with soap and water for at least 20 seconds, or use alcohol based hand sanitizer when you don't have access to water/soap.
- **Cover** your mouth and nose when you cough or sneeze by using your arm, not your hands.
- **Confine** yourself, or practice self-quarantine, if you are experiencing symptoms or have recently had interaction with someone who is experiencing symptoms.

For the most vulnerable members of our population, those 60 years of age and older, particularly with underlying medical conditions, it is advised to stay at home as much as possible and avoid group settings.

Masks and gloves should be utilized only by those currently experiencing symptoms or by health professionals. Those who are not currently ill, **do not** need to wear masks or gloves.

### **What is our agency doing to protect clients and staff from Coronavirus spread?**

Per advice from the Illinois Department of Public Health, we will not be holding programming at this time that involves 10 or more individuals. This is a temporary suspension to keep our clients and staff safe from spread of the Coronavirus, because group settings are where the virus can spread the easiest. We will notify all of our clients when this suspension is lifted and programming resumes as normal.

[If a congregate meal site]: Our congregate meal program is affected by this suspension, meaning we will not be allowing participants in our sites for congregate meals. We will be giving our congregate meal participants the ability to pick up a packaged meal from the congregate site in your vehicle, or, for people with underlying health conditions or limited financial means, you may start to temporarily receive home delivered meals. If you are picking up a packaged meal from the site, we ask that you remain in your

vehicles and a staff member will bring the packaged meal out to you to prevent any participants from having to enter the building.]

**[If a Home Delivered Meal Program:** We are continuing to provide Home Delivered Meals to clients during this time. However, home delivered meal drivers may change some of their protocols to ensure their safety as well as yours. For example, they may leave the meal package by your front door at a scheduled time rather than entering your home to deliver it. They may call you ahead of delivery to ask you questions about your health before entering your home. Please know that this is to protect everyone's health and is not meant to be a discriminatory measure.]

**[If a Chore/Housekeeper Program:** We will continue to have workers come to your home to provide chore/housekeeping services. If one of our workers is sick, they will not be send into your home. You may be asked questions about your health prior to the worker entering your home. If you are sick, we will ask that you wear a mask while the worker is in your home. Please know that this is to protect everyone's health and is not meant to be a discriminatory measure.]

### **What do we ask of you, our clients, to support our efforts to reduce Coronavirus spread?**

If you are experiencing symptoms and would like to talk to one of our staff members, please do not come into our office as a walk-in. Please instead call our phone line **[insert phone number here]** to receive assistance over the phone. If you are experiencing symptoms and need to seek medical care, please call your doctor or hospital before you go in, to ensure they can put in place precautionary measures.

We are not accepting walk-ins at this time. If you are not experiencing symptoms and need to come in to speak with one of our staff members, please call ahead and make an appointment. Please arrive no more than 5 minutes prior to appointment, if preferred you can wait in the car until it is time for your appointment. It is advised to sit at least 6 feet from others to reduce the risk of disease spread.

If you are receiving services from us **[Include applicable:** Home Delivered Meals, Congregate Meal Site Pickup, Benefits Assistance, etc.] we ask that you are willing to complete a brief, 3 question screening prior to receipt of service so that we know how to best assist you while being precautionary of Coronavirus spread.

If you are looking for activities to do from home, check out [Mather Telephone Topics](#), a toll-free call-in number that allows you to participate in a wide range of interesting discussions and programs. Call (888) 600.2560 to get started – it's **FREE!**

Thank you and please call our phone line with any questions you may have.

**[Insert Director Signature]**