



March 13, 2020

Dear Parents/Guardians,

We recognize the concerns that many of you have regarding the recent outbreak of the corona virus. In recent days there has been a heightened level of focus. While the risk of a significant outbreak in Massachusetts is still low, it is important to have open lines of communication with you about how we are addressing it at the Children's Community Support Collaborative, as well as, keep you informed of accurate information concerning this virus and its potential implications.

As of Friday, March 13th, 2020 The Home is implementing the following guidance based upon the most current recommendations from the Centers for Disease Control and Prevention (CDC) and MA Department of Public Health (DPH) for the prevention and spread of the Novel Coronavirus disease of 2019 (COVID-19). We are issuing this guidance out of an abundance of caution and expect to share additional changes and updates as we receive them. Please review this information, including the links below, and make any necessary adjustments. This guidance is not intended to address every potential scenario that may arise as this event evolves. The Home leadership team will monitor our Local Health Department guidance and immediately elevate priority issues of concern as needed.

As a resource to families, please go to the following link to stay updated:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

In addition, here are some precautions we can all take to remain as healthy as possible:

1. Wash hands thoroughly with soap and warm water for at least 20 second if not longer.
2. Avoid touching your eyes, nose, and mouth, with unwashed hands.

3. When coughing and sneezing, cover your mouth and nose with a tissue or your elbow. Immediately following, wash your hands with soap and warm water for at least 20 second if not longer.
4. Avoid sharing drinking glasses, cups, eating utensils, dishes, towels, or other items.
5. Avoid close contact with people who are sick whenever possible.
6. Stay home if you experience any cold or flu like symptoms.
7. Practice good health habits, including disinfecting, sanitizing, and handwashing.

As Governor Baker has declared a current state of emergency for MA as of March 10th, 2020, all work not related to direct client care should be conducted by phone, video conference or electronic communication, whenever possible.

When home visits or face-to-face meetings are required, when preparing or scheduling appointments for home-based visits or face-to-face meetings, HLW staff will ask the following questions:

1. Have you traveled to a country for which the CDC has issued a Level 2 or 3 travel designation within the last 14 days? (Details regarding countries designated as level 2 and 3 can be found at: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>)
2. Have you had contact with any Persons Under Investigation (PUIs) for COVID-19 within the last 14 days, OR with anyone with known COVID-19?
3. Do you have any symptoms of a respiratory infection (e.g., cough, sore throat, fever, or shortness of breath)?

If your response is “Yes” to questions 1 OR 2, AND 3, (i.e., reports having symptoms):

- You will be instructed to remain at home and contact your medical professional immediately.
- Alternatively, you may be referred to the nearest emergency room for immediate attention.

- In all circumstances above, please notify the receiving medical provider and transporter in advance of potential concern for COVID-19.
- The appropriate state agency that relates to the client/family will be contacted to discuss any urgent service needs so they can provide guidance on a case by case basis.

All facilities, and programs receiving regular in-person contact with members of the public will immediately pre-screen over the telephone, when possible, all visits by non-client/residents-or-staff entities, including families, attorneys, case managers, visiting resources, mentors and social workers, using the three questions above. Upon screening, if a potential visitor answers “Yes” to any of the three questions above, they will be instructed to not visit the facility, program or office until the specific scenario can be further assessed. If facilities/program providers receive unscheduled visitors, they will be instructed to leave and call to schedule a visit, or screen them appropriately before allowing entrance into the facility/program.

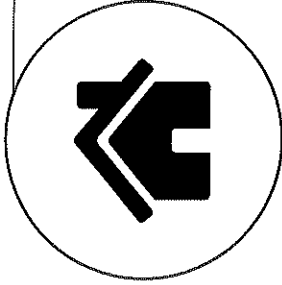
We are working with our cleaning contractor to provide additional cleaning services to our main office areas and will make additional sanitizing wipes and spray available in all meetings rooms, office areas, and group homes, as available.

We will continue to keep you updated as we find out new information. Please reach out to your clinician/program staff at any time.

Thank you!

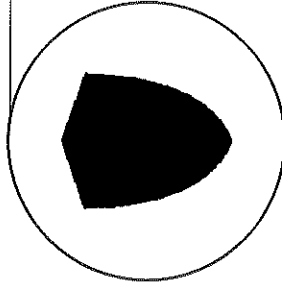
Keeping the home safe Encourage your family members to...

All households



- Clean hands at the door and at regular intervals
- Create habits and reminders to avoid touching their face and cover coughs and sneezes
- Disinfect surfaces like doorknobs, tables, and handrails regularly
- Increase ventilation by opening windows or adjusting air conditioning

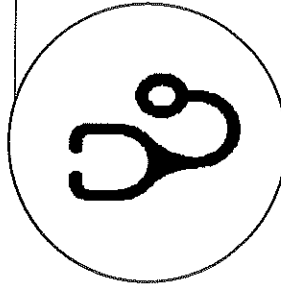
Households with vulnerable seniors or those with significant underlying conditions



Significant underlying conditions include heart, lung, kidney disease; diabetes; and conditions that suppress the immune system

- Have the healthy people in the household conduct themselves as if they were a significant risk to the person with underlying conditions. For example, wash hands frequently before interacting with the person, such as by feeding or caring for the person
- If possible, provide a protected space for vulnerable household members
- Ensure all utensils and surfaces are cleaned regularly

Households with sick family members



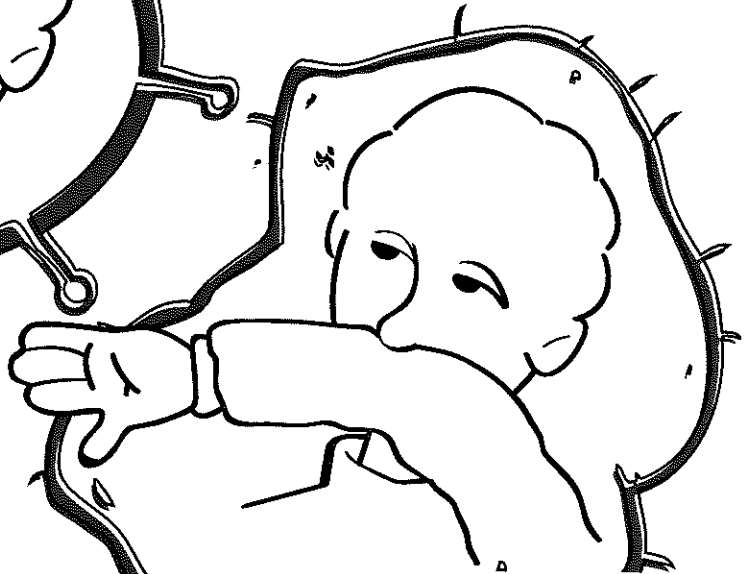
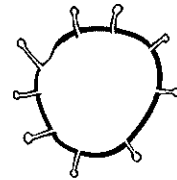
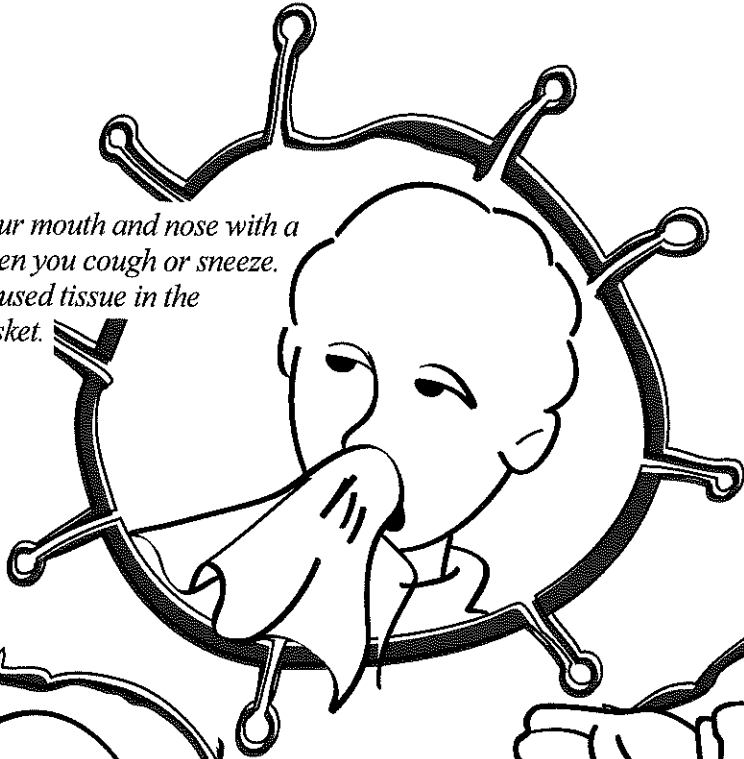
- Give sick members their own room if possible, and keep the door closed
- Have only one family member care for them
- Consider providing additional protections or more intensive care for household members over 65 years old or with underlying conditions

What every American and community can do now to decrease the spread of the coronavirus

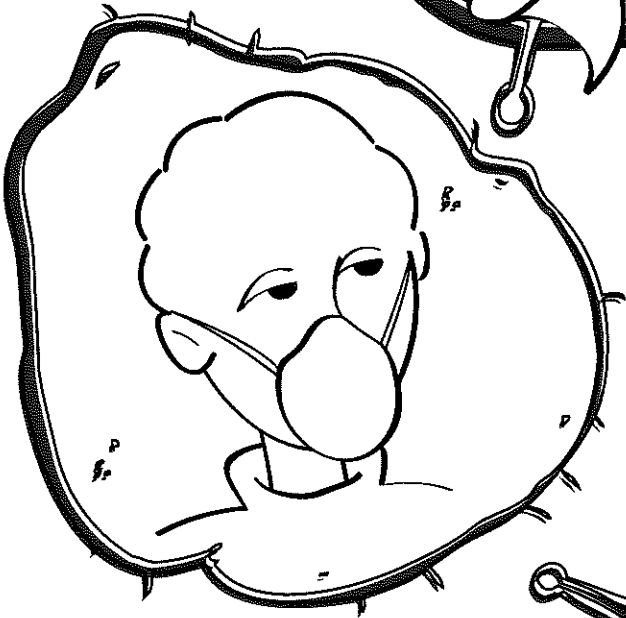
Cover Cough

— *Stop the spread of germs that can make you and others sick!* —

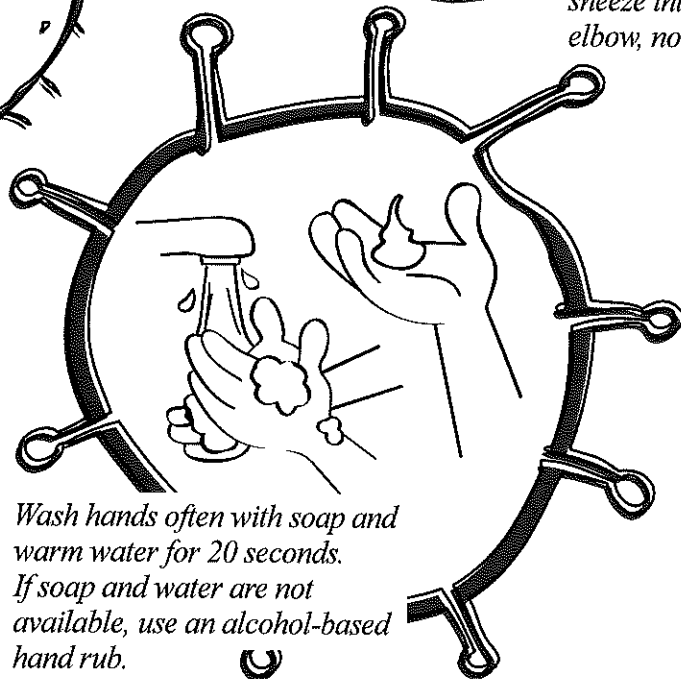
Cover your mouth and nose with a tissue when you cough or sneeze. Put your used tissue in the waste basket.



If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands.



You may be asked to put on a facemask to protect others.



Wash hands often with soap and warm water for 20 seconds. If soap and water are not available, use an alcohol-based hand rub.

