**CAVA**

**March 26, 2020**

**COVID-19 Update**

As we are all responding to the rapidly changing news related to coronavirus, we want to acknowledge that this may be a time of high stress for you and your family.  While there may be moments of overwhelm, there are things that each of us can do to reduce stress and to appropriately respond to the

Current Crisis

Reducing Stress:

* **Remember that most individuals who become sick will be ok, and only a few will require serious medical care.**
* Please be in contact with your supervisor if you need support or have questions about how to manage issues that may arise as a result of the coronavirus, for example, cancellations, childcare, health needs, etc.
* Attached you will find some helpful tips for managing stress related to the coronavirus.  Please take a moment to read and also distribute to family, friends and clients.

Preventing Spread:

* Please continue to see clients as usual, but be mindful of symptoms and do not see clients if you or they have a fever.
* Wash your hands frequently and avoid close contact with individuals who are sick.
* Please visit this page for more in depth information on how to prevent getting or spreading the coronavirus:<https://www.cdc.gov/coronavirus/2019-ncov/about/prevention.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fabout%2Fprevention-treatment.html>

**Protocols you will see being implemented at CAVA during this Health Crisis**

**Outpatient Services Protocols: Effective March 16, 2020**

* 1. Admin staff will contact all regularly scheduled clients during their weekly confirmation calls to inquire if they have any concerns with COVID-19.
  2. If clients have no concerns please continue to provide services as usual and initiate brief screen to assess any signs/symptoms that may impact CAVA.
  3. If clients have concerns regarding COVID-19 and would like to utilize telephone or other avenues to have their sessions remotely please accommodate them during this national emergency.
  4. CAVA staff will continue to provide brief phone screenings and checking in on clients weekly during their confirmation calls.
  5. Admin staff should triage with Office Manager or Site Directors to assess if any other precautions should be taken during confirmation calls and managing client call ins.
  6. Disinfection and Monitoring Stations have been implemented for staff and clients when you come into the office.
  7. We are asking all clients to keep are waiting area free until April 7th by having clients wait in their cars in order to increase social distancing.

**Community Based Services Protocols: Effective March 15, 2020**

1. Community Based Lead and/or In-home staff will contact their clients and inquire if they have any concerns regarding COVID-19. – Please be sure to ask about all family members in the home.

2. If client’s state they have no concerns please proceed with their regularly scheduled appointments. Staff can initiate a brief screen related to COVID-19 to rule out any concerns that may impact CAVA staff.

3. If clients have concerns regarding COVID-19 and would like to utilize telephone or other avenues to have their sessions remotely please accommodate them during this national emergency. Inquire with clients about their capacity for phone or online sessions through zoom. All Clients will likely need support during this time emotionally and mentally. They may experience resistance in trying different technologies. Please keep in mind and, as always, if your met with resistance, try to help them work through it. Please let your supervisor/site director know if you have developed a telehealth plan with your clients.

4. CAVA staff will continue to check in with their clients and families weekly regarding their status with COVID-19. Check in when you are scheduling your appointment for the next week.

* 1. Community Based staff should triage with Supervisor or Site Directors to assess if any other precautions should be taken during these COVID-19 check ins.

**Telehealth Protocol:**

1. We are recommending zoom for clients that would like to try video counseling.
2. The following link explains how to sign up for zoom.
   * Zoom can be simple completed by following these few simple steps below.
   * <https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-on-Windows-and-Mac#h_97174a74-246a-4e54-8e9c-22b55cd0b665>
   * We’re asking all staff to start a zoom account and become familiar with how to use it.
   * Please let your supervisor/site director know if you need help with this.
3. Clients who do not have access to internet or zoom capabilities feel free to have sessions via phone.

**Brief COVID-19 Screening:**

1. Do you or any of your family members have the following:
   1. Difficulty breathing or shortness of breath
   2. Persistent pain or pressure in the chest
   3. New confusion or inability to arouse
   4. Bluish lips or face
   5. Fever and/or Body Aches – (Google)
2. Have you or someone you have had contact with traveled to a one of the effected foreign countries within the last 30 days?

**Staff experiencing symptoms of COV-19 or flu from the Center of Disease Control (CDC):**

Please remain at home and seek medical screening and/or treatment for the following symptoms.

* + Difficulty breathing or shortness of breath
  + Persistent pain or pressure in the chest
  + New confusion or inability to arouse
  + Bluish lips or face
  + Fever and Body Aches – (Google)
* Immediately contact your office manager and/or supervisor to update them of your medical status and cooperatively develop a plan based on your status.
* If you are cleared please use your judgment as you would with experiencing a normal cold or flu.

**Ongoing efforts:**  
CAVA’S leadership team is focused on ensuring your well-being during this crisis. We continue to educate ourselves on strategies to assist in preventing the spread of coronavirus. Additionally, we are currently following the direction of the leading authority, Centers for Disease Control (CDC), and other health organizations to ensure we are doing everything we can to keep you and your clients safe and informed.

The health and safety of our clients, staff and of the community that we serve are our top priority. While these coming weeks present uncertainties, we have much strength as an agency and as a community. We will work together to support one another and get through this challenge.Remember that it is temporary.

Thank you for your commitment to our community during this time and, as always, reach out if you need anything!"

Sincerely,

CAVA Leadership Team