

To Our Families and our Staff at [Covenant Case Management Services](#):

We at Covenant Case Management Services (CCMS) are well aware of the outbreak of the CoronaVirus (COVID-19).

By this time, you have no doubt received numerous emails, text messages, and have seen commercials that are addressing this viral outbreak.

We wanted to take some time to share with you a few tips on remaining safe and healthy during this uncertain time.

The individuals that are considered high risk are:

- over 65 years of age, or
- with underlying health conditions including heart disease, lung disease, or diabetes, or
- with weakened immune systems

These persons should stay at home to the extent possible. Please limit contact and time spent in large crowds or gatherings.

For our families we serve:

- Please monitor the health of the individual(s) receiving services as well as the other members of your household. If anyone develops fever, fatigue, or other flu-like symptoms, please make alternate arrangements for care until that person has been medically cleared.
- Please update your qualified professional at CCMS of any hospitalizations you or the person(s) served have had recently.

For our staff that serve our families:

- **Employees who are sick should not come to work. This allows you to recover properly and avoid making others sick.**
- If you have any extra availability in your schedule to serve more families, please contact your qualified professional. Your help may be needed in the upcoming weeks.
- Please maintain good handwashing procedures. If available, please dry hands with paper towels.

Basic precautions for all of us:

- If you have plans to travel abroad, please check the US State Department website and your airline/train/bus service provider for any travel restrictions at this time.
- Wash your hands with warm soapy water for at least 20 seconds each time. If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol. You should also wash your hands after blowing your nose, coughing, or sneezing.
- Avoid touching your eyes, nose and mouth with unwashed hands. Touching your face with dirty hands allows germs that cause respiratory infections to enter the body.
- Avoid close contact with people who are ill. If anyone in your home has recently returned from traveling abroad, consider a voluntary quarantine for at least 14 days for the safety of your household and community.

- Cover your mouth and nose with a tissue when you cough or sneeze. If you don't have a tissue handy, cough or sneeze into your elbow rather than into your hands.
- Do not reuse a tissue after coughing, sneezing, or blowing your nose.
- Clean and disinfect surfaces that are frequently touched (cell phones, desk phones, keyboards, remote controls, countertops, refrigerator and door handles, etc.)
- Please make sure you have your vaccinations up to date.

Should you become ill, consider calling your provider BEFORE going to the office. Also, you may want to use telehealth options such as Virtual Visit. Atrium Health and Novant Health offer this service. Check with your insurance carrier to see if services such as Tele-Doc are available.

Healthcare providers like Novant Health have set up screening centers to evaluate the health needs of individuals. In the next few weeks, other major healthcare providers will no doubt do the same.

Thank you for understanding as our priority is the safety and well-being of **Everyone!**

Please consult your supervisor with any questions. We will continue to assess this situation and share information with you as we receive them.

You may want to visit the Health Department's webpage as they are monitoring this health concern at this time. Here are a few links from some of the counties served by CCMS:

<https://www.mecknc.gov/news/Pages/Update-on-Novel-Coronavirus.aspx>

<https://www.rowancountync.gov/1561/COVID-19>

<https://www.cabarrushealth.org/555/Coronavirus-Information-Page>

<https://cms3.revize.com/revize/gastoncounty/coronavirus/>
<https://www.co.forsyth.nc.us/PublicHealth/>
<https://gvph.org/COVID-19/>
<http://www.wakegov.com/humanservices/publichealth/Pages/clinics.aspx>
<https://www.guilfordcountync.gov/our-county/human-services/health-department>

Please feel free to check the Center for Disease Control website for information as it becomes available. The address is <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

Below is some information that Novant Health has made available:

- Novant Health is opening dedicated coronavirus screening centers. These sites are convenient for individuals who have symptoms and want prompt screening.
- The centers will be open Monday through Friday, 8 a.m. to 5 p.m.
- Two screening centers are open in Winston-Salem (**600 Highland Oaks**) and in Matthews (**3330 Siskey Parkway**).
- Two more will open Wednesday, March 18 in Kernersville (**111 Gateway Center Drive**) and in Huntersville (**16525 Holly Crest Lane, Suite 120**).
- All Novant Health-GoHealth Urgent Care Centers are also screening.

Please be assured that an agency we are watching this situation as it unfolds. We ask your cooperation with our directions as services may face changes during this time.

We would like to thank all our families and staff for their patience as we work to protect our staff and our families.

We would like to take a moment to remind all of our company slogan:

“We will faithfully honor one another's gifts by serving each other in a spirit of humility and unity.”

As we serve your family, may all of us remain united at this uncertain time.