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By now all of you have been overwhelmed about the global spread of the coronavirus (COVID-19). I want to take a few minutes to write a personal note to you. I want to assure you that we continue to monitor the situation closely, and are taking all precautions necessary for the health and welfare of all of ComServ's individuals and staff. With all the information out in the public, a lot of misinformation can cause unnecessary panic. We want you to have the correct information to help get us through this unprecedented occurrence.

ComServ leadership is, and has been, working diligently to put into action any necessary precautions and a plan on how to deal with the impact from the virus. We have developed a COVID-19 Task Force. Daily, we continue to review all information that is being disseminated by the State, Health and Human Services of NC, Center for Communicable Disease Control, Medicaid/Medicare Guidance and other relevant information that pertains to Behavioral Health Services as related to the virus. We are very well informed and following recommendations to keep our staff and the folks we support safe. The needs of all ComServ locations for day to day duties are being addressed such as medications, cleaning supplies, staffing, sickness, etc.

Following is what has been confirmed by the CDC about the virus: *The symptoms of COVID-19 are similar to the flu with fever, coughing and shortness of breath. It appears to mainly be spread through close person-to-person contact. It may be possible for someone to touch a surface or object with the virus on it and then touch their nose or mouth and become infected but this is not the main way the virus spreads.*

Ways to prevent the spread which are listed below:

- *Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing or sneezing. If soap and water aren't available, use an alcohol-based sanitizer that is at least 60% alcohol.*
- *Avoid close contact with people who have a fever.*
- *Avoid touching your eyes, nose and mouth.*
- *Stay home when you are sick.*
- *Cover your cough or sneeze with your elbow or a tissue, then throw the tissue in the trash.*
- *Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.*

There has been a lot of information in the news about face masks; face masks are NOT recommended by CDC for general use. The best uses for face masks as identified by CDC are for those who are sick to avoid spreading to others and by health workers and caregivers who are taking care of someone in a close setting.

We are doing everything within our power to keep everyone safe.

Sincerely,

Dawn Kelley

CEO