



Centra Wellness
NETWORK

March 18, 2020

To clients, families, partners and community members;

As you are aware, the coronavirus (COVID-19) is causing a lot of concern in the United States and here in Michigan. Centra Wellness is taking steps to ensure the safety of our clients and staff and making some temporary changes in our services delivery. We will do our best to provide with you updated information as things change.

Attached is an informational flyer on how to prevent the spread of germs. Please sneeze into tissues or into your elbow, then dispose of the tissue properly. You should wash your hands thoroughly for 20 seconds every time and use hand sanitizer if washing is not an option. Another important measure is to make sure you do not touch your hands to your eyes, nose, mouth or face. Please be aware that if you are not feeling well it is best you remain at home.

As of **3pm on Wednesday, March 18th**, our offices will be closed to all non-crisis service-related services. We will have our **24 hour/ 7 days a week crisis services** available.

If you have a scheduled appointment, we ask that you call and speak with the person you are scheduled to meet. You can discuss your concerns and they will help to develop a plan with you on how to contact you and continue to check in on you by phone if needed during this crisis.

Medication Services: As with all other programs we ask that you refrain from coming into the office. If you are scheduled to have an injection, one of the nurses will work with you to ensure you can get your injection. We will be taking temperatures of patients scheduled to have an injection. For your protection as well as that of the health care providers, you may see our nursing staff wearing protective equipment such as gloves, masks or gowns if needed. Please do not be alarmed, the medical team needs to take extra precautions on occasion.



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Emergency Services: As noted above our emergency services will remain available 24/7. You can call **877.398.2013** to contact your provider, cancel appointments or speak to a crisis worker.

Thank you everyone, and please take care.

Sincerely,

Joseph "Chip" Johnston
Executive Director



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What to do if you are sick with coronavirus disease 2019 (COVID-19)

If you are sick with COVID-19 or suspect you are infected with the virus that causes COVID-19, follow the steps below to help prevent the disease from spreading to people in your home and community.

Stay home except to get medical care

You should restrict activities outside your home, except for getting medical care. Do not go to work, school, or public areas. Avoid using public transportation, ride-sharing, or taxis.

Separate yourself from other people and animals in your home

People: As much as possible, you should stay in a specific room and away from other people in your home. Also, you should use a separate bathroom, if available.

Animals: Do not handle pets or other animals while sick. See [COVID-19 and Animals](#) for more information.

Call ahead before visiting your doctor

If you have a medical appointment, call the healthcare provider and tell them that you have or may have COVID-19. This will help the healthcare provider's office take steps to keep other people from getting infected or exposed.

Wear a facemask

You should wear a facemask when you are around other people (e.g., sharing a room or vehicle) or pets and before you enter a healthcare provider's office. If you are not able to wear a facemask (for example, because it causes trouble breathing), then people who live with you should not stay in the same room with you, or they should wear a facemask if they enter your room.

Cover your coughs and sneezes

Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in a lined trash can; immediately wash your hands with soap and water for at least 20 seconds or clean your hands with an



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alcohol-based hand sanitizer that contains at least 60-95% alcohol covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty.

Avoid sharing personal household items

You should not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home. After using these items, they should be washed thoroughly with soap and water.

Clean your hands often

Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty. Avoid touching your eyes, nose, and mouth with unwashed hands.

Clean all “high-touch” surfaces every day

High touch surfaces include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables. Also, clean any surfaces that may have blood, stool, or body fluids on them. Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation during use of the product.

Monitor your symptoms

Seek prompt medical attention if your illness is worsening (e.g., difficulty breathing). **Before** seeking care, call your healthcare provider and tell them that you have, or are being evaluated for, COVID-19. Put on a facemask before you enter the facility. These steps will help the healthcare provider’s office to keep other people in the office or waiting room from getting infected or exposed.

Ask your healthcare provider to call the local or state health department. Persons who are placed under active monitoring or facilitated self-monitoring should follow instructions provided by their local health department or occupational health professionals, as appropriate.

If you have a medical emergency and need to call 911, notify the dispatch personnel that you have, or are being evaluated for COVID-19. If possible, put on a facemask before emergency medical services arrive.

Discontinuing home isolation



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Patients with confirmed COVID-19 should remain under home isolation precautions until the risk of secondary transmission to others is thought to be low. The decision to discontinue home isolation precautions should be made on a case-by-case basis, in consultation with healthcare providers and state and local health departments