



# TRIAD COORDINATED SERVICES

April 8, 2020

Dear TCS Families and Staff,

TCS continues to provide medically necessary services while following CDC guidelines regarding COVID-19.

**Please Watch for symptoms:** Reported illnesses have ranged from mild symptoms to severe illness and death for confirmed coronavirus disease 2019 (COVID-19) cases.

These symptoms may appear **2-14 days after exposure**

- Fever
- Cough
- Shortness of breath

**TCS staff must check their temperature 30 minutes before their shift to ensure they do not have a fever.** Any staff who has symptoms of fever, sore throat, cough, or shortness of breath will not be allowed to deliver services and should notify TCS Executive Director immediately.

All TCS staff must follow all blood-borne pathogens training guidelines.

**TCS asks all families and clients to notify staff and TCS Executive Director as soon as possible and before staff provide services if any member of the household is displaying symptoms of COVID-19 (fever, sore throat, cough, or shortness of breath).** Staff and families must work together to ensure a safe and sanitary working environment according to the CDC's guidelines. General Recommendations for Routine Cleaning and Disinfection of Households Community members can practice routine cleaning of frequently touched surfaces (for example: tables, doorknobs, light switches, handles, desks, toilets, faucets, sinks) with household cleaners and EPA-registered disinfectants that are appropriate for the surface, following label instructions.

Staff and families should also have regular conversations and open lines of communication to ensure everyone is taking necessary precautions to avoid all unnecessary exposure to others. **Our services are essential but we must also ensure we are limiting all other unnecessary exposure.** Everyone should be mindful of anyone else they come in contact with and who they are having contact with and report immediately if they have been exposed to COVID-19.

Take everyday preventive steps

- Wash your hands frequently
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- [Clean and disinfect](#) frequently touched objects and surfaces

**Older adults and people of any age who have serious underlying medical conditions** might be at higher risk for severe illness from COVID-19 such as:



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Dear TCS Families and Staff,

Triad Coordinated Services continues to provide medically necessary care during the spread of Novel Coronavirus, better known as Covid-19. As the state of North Carolina sees an increase in Covid-19 cases, we ask that our families and staff partner with us to remain diligent in helping to slow the spread of this virus. Please Watch for symptoms: Reported illnesses have ranged from mild symptoms to severe illness and death for confirmed coronavirus disease 2019 (COVID-19) cases.

These symptoms may appear 2-14 days after exposure and may include:

- Fever
- Cough
- Shortness of breath.

If you are experiencing any of the symptoms of Covid-19, have been potentially exposed to Covid-19, or otherwise believe you may have contracted Covid-19, it is imperative that you self-quarantine and contact your local primary care physician or hospital for further instructions. Furthermore, please contact TCS Executive Director.

TCS staff must check their temperature 30 minutes before their shift to ensure they do not have a fever. Any staff who has symptoms of fever, sore throat, cough, or shortness of breath will not be allowed to deliver services and should notify TCS Executive Director immediately. All TCS staff must follow all blood-borne pathogens training guidelines. This training will be made available for review under the resource tab of our website. TCS asks all families and clients to notify staff and TCS Executive Director as soon as possible and before staff provide services if any member of the household are displaying symptoms of COVID-19 (fever, sore throat, cough, or shortness of breath).

Staff and families must ensure when working and interacting with one another that:

- Neither staff nor family have experienced symptoms of Covid-19 within the last 14 days.
- Neither staff nor family have had a positive Covid-19 test in the past 30 days.
- Neither staff nor family have been exposed to somebody who is suspected of having Covid-19 (i.e presenting with symptoms or being tested) within the last 14 days.
- Neither staff nor family have been exposed to somebody with a positive Covid-19 test within the past 30 days.
- Neither staff nor family have traveled to a "hot spot" or known location where Covid-19 cases are higher than average and more likely to be contracted within the last 14 days.

Our services are essential and as such, it is our responsibility to ensure we are limiting unnecessary exposure so that we may continue providing the services that our clients, families, staff, and community rely on. Everyone should be mindful of the people they come in contact with as well as their environment. Anyone with a potential exposure to Covid-19 should again contact their local primary care physician and should also report immediately to TCS Executive Director.

Staff and families are strongly encouraged to have regular conversations and open lines of communication to ensure everyone is taking the necessary precautions to avoid all unnecessary exposures to others. Take everyday preventive steps as recommended by the CDC. These steps include:

- Wash your hands frequently
- Stay six feet away from people you are not directly serving or interacting with.
- Stay home when you are sick.
- Avoid touching your eyes, nose, and mouth.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

- Clean and disinfect frequently touched objects and surfaces (for example: tables, doorknobs, light switches, handles, desks, toilets, faucets, sinks) with household cleaners and EPA-registered disinfectants that are appropriate for the surface, following label instructions.

Please note that as part of Governor Roy Cooper's executive order 147, the wearing of face-coverings in public spaces is required when parties are not able to socially distance at a space of six feet apart and with members of their same household. Both the state of NC and TCS recognize that the wearing of face-coverings may not be possible due to medical or behavioral disabilities. However, when possible and where required, face-coverings must be worn. Triad Coordinated Services also encourages staff and families to wear face-coverings when interacting with one another in the privacy of their own home when a distance less than the recommended social distance of six feet cannot be maintained.

Wearing masks have been shown to help slow the spread of Covid-19 and to help save lives. We recognize that wearing a face-covering may be inconvenient or uncomfortable, but for the safety of our clients, families, and staff we strongly urge you to wear one where not required and to follow Executive Order 147.

An imperative part in helping prevent the spread of Covid-19 is for individuals to also be cognizant of vulnerable or susceptible populations. If families, staff, or clients identify as a subset of a vulnerable population, it is imperative for the utmost of precautions to be taken in the diligence of care. Older adults and people of any age who have serious underlying medical conditions might be at higher risk for severe illness from COVID-19. These vulnerable populations and conditions include:

- People 65 years and older
- People with chronic lung disease or moderate to severe asthma
- People who have serious heart conditions
- People who are immunocompromised (many conditions can cause a person to be immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications).
- People with severe obesity (body mass index [BMI] of 40 or higher)
- People with diabetes
- People with chronic kidney disease undergoing dialysis
- People with liver disease

As Triad Coordinated Services continues to provide care to families, clients, and the community during this time, we ask that you continue to ensure you are protecting yourself at all times. Please know that we are dedicated to ensuring the safety of others, but we cannot do that without the assistance of our community. Please, help slow the spread! If you have any questions or concerns please know, we are here to help!

Sincerely,

Amy Petitfils  
Executive Director