

Central Behavioral Health

March 16, 2020

Central Behavioral Health Takes Precautionary Measures in Response to COVID-19

The safety and well-being of clients, families and employees has always been and will continue to remain a top priority at Central Behavioral Health. As such, under the guidance of the Center for Disease Control (CDC), the World Health Organization (WHO), state and county officials and Magellan Behavioral Health, we have implemented a number of precautionary measures across our organization in response to the COVID-19 (Coronavirus) pandemic.

Because our outpatient services are essential to the lives of the individuals we support, our facilities will remain open and active for as long as deemed safe and appropriate. We believe it is important to communicate the steps we are taking to help keep our clients, families and employee's safe and healthy:

- We have been communicating actively with all employees the importance of practicing proper hygiene including frequent hand washing and use of hand sanitizer regularly. Avoiding touching eyes, nose, and mouth with unwashed hands.
- When possible, creative options are being explored as an alternative to in-person treatment including telephone and telehealth support.
- If there is an essential service that needs to be provided face to face employees will practice universal precautions and use the revised screening questions: **Do you have a fever? Are you experiencing a cough or shortness of breath? Have you recently traveled outside the country? Have you been in direct contact with an individual confirmed case of COVID-19?** If **yes** to any of the questions then face to face contact is prohibited and the individual is referred to contact their Primary Care Physician for further screening.

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- Our cleaning company and maintenance department have increased sanitization efforts in all areas of our facilities on a daily basis.

We will continue to monitor and adapt service delivery as directed by the Center for Disease Control (CDC), the World Health Organization (WHO), state and county officials and Magellan Behavioral Health. We will follow all recommended steps to ensure the continued safety, health and well-being of our clients, families and employees.

Thank you for your patience, flexibility and hard work during this very challenging time.

Valarie O'Connor, MA

President and CEO

Central Behavioral Health