



Dear Clients, Friends, Families and HCCS community,

We are writing to you because we value the health and well-being of our clients, staff and families. As you are aware, there are confirmed cases of COVID-19 (Coronavirus) and deaths in other states and communities. We are not aware of any confirmed cases in our local community or schools.

We want you to know that HCCS is working with, and follows expert guidance and recommendations from local, state and national health agencies on prevention and district management in the event of an outbreak in our community. We are sharing this information so you become informed and help reduce the spread of infection. The best ways to reduce the risk of getting this or **any** viral respiratory infection include:

- Wash your hands often with soap and water for at least 20 seconds
- Avoid touching your eyes, nose, or mouth with unwashed hands
- Avoid close contact with people who are sick
- Clean and disinfect objects and surfaces
- Stay at home away from others if you are sick
- Cover your mouth and nose with a tissue when coughing or sneezing, then throw the tissue in the trash and wash your hands
- Do not come to the agency, or bring your children or family members to the agency, if you have cold or flu-like symptoms (elevated temperature, fever, cough, shortness of breath).

The Philadelphia Department of Public Health has established a helpline to address questions from the public. If you have questions about what is happening in Philadelphia with the presence of the COVID-19 virus, how the virus is spread, and what to do if you have symptoms, **please call 1-800-722-7112**.

The Philadelphia Department of Public Health, Pennsylvania State Department of Health (DOH), and Centers for Disease Control (CDC) share information about COVID-19 at:

- www.phila.gov/COVID-19
- www.health.pa.gov/topics/disease/Pages/Coronavirus.aspx
- www.cdc.gov/coronavirus/2019-ncov/index.html
- www.cdc.gov/coronavirus/2019-ncov/faq.html

We at HCCS are taking preventive measures to help stop the disease on its tracks. After consultation with partners and city officials, we have taken the difficult decision to modify work schedules and hours of operations to help combat the disease.

Starting immediately as of March 14, 2020, and until further notice, only clients with previous appointments will be seen by therapists and/or Psychiatrists. For the time being, no new intakes nor walk-ins. This is done to help reduce chances of contagion for all members in the community. We are also requesting that if you feel sick or unwell to refrain from coming to the clinics. By doing so, you will help prevent spreading the disease or any other diseases..

Please rest assured that HCCS is taken all preventive measures to keep our offices clean, sanitized and disinfected. We encourage all members of our community to access our website, hccsphila.org, as important and up-to-date information becomes available. Also feel free to call our clinic at the Impact building at 215/291-8151 or 8152, or our K2 clinic at 215/425-6901 if you have any questions or concerns.

HCCS prioritizes health and safety above all else. As we are constantly getting new updates on the Coronavirus, we'll continue to adapt to new circumstances. We apologize for any inconvenience this may cause.

Sincerely,

Hector Ayala CEO