



Corporate Office
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Notice to Families, friends and consumers about Coronavirus/COVID-19

At Community Access the health and safety of our consumers and employees is our number one priority. We have been closely following the Centers for Disease Control and Prevention (CDC), the Texas Health and Human Services Commission (HHSC) and the Department of State Health Services (DSHS) to stay abreast of the latest information available about the Coronavirus/COVID-19. **Based on directives we have received from HHSC, we will be closing all Community Access owned and operated day programs effective Wednesday, March 17, 2020** and limiting community activities and outside appointments for consumers to necessary trips only. Only doctor's appointments of urgent nature will be considered necessary. We will reschedule routine appointments. Please realize any steps we take are to protect the health and safety of our consumers. We are working diligently to reduce exposure to the virus. Day program closures will be in line with the same time frames as school closures. When schools re-open the day programs will also. If schools have not re-opened by the end of the school year, the status of the day programs will be re-evaluated according the HHSC directives. Additional information will be provided as we receive it.

Consumers living in residential settings of 3 or more may be involved in group activities not to exceed 10 individuals, including staff. Consumers living in Host Homes or are TxHLV clients are being asked to stay in their living environment. Daytime activities in the homes will need to be added to the HH provider logs in the event HHSC allows that as Day Habilitation services.

At this time, no unnecessary visits will be allowed in the group homes. Contact with loved ones is very important so, we ask that you maintain phone contact only. If someone needs to bring their family member something, we are asking that it be brought to the main office via the front door to be delivered to the consumer. All employees and other essential visitors will be allowed in group homes only after submitting to a screening process. Essential visitors include company employees, doctors, nurses and state oversight authorities whose presence is necessary to ensure individual health and safety. During the screening process any visitor having symptoms of a respiratory infection, such as fever, cough, shortness of breath or sore throat will not be allowed into the building.

Host Home Providers are required to follow the group home policies on visitation of outside individuals into their home. People who do not live there should be screened prior to being allowed into the home.

Our employees have been trained and practice universal precautions and they are reminded to be ever more vigilant. We are actively monitoring our individuals for symptoms of illness and will notify the nurse and physician should someone show symptoms of COVID-19. We are reinforcing good hygiene practices with our consumers.

If you take your loved one out for a visit, they will need to pass the screening before re-entering the group home.

If you have any questions, please contact the Consumer Services Manager for your loved one. If needed you may obtain their contact information by calling the main office for your region.

Thank you,

A handwritten signature in black ink that reads "Laura L. Redman". The signature is written in a cursive, flowing style.

Laura Redman, CEO