



We understand that members of our communities and those we serve are concerned about the risk of exposure to Coronavirus 2019 (COVID-19), and we want to assure you we are here for you and taking a number of proactive steps to ensure the safety and well-being of our clients/patients, and employees.

PFH is committed to continuing to provide services during this crisis, and is ready to respond, in collaboration with other local health agencies, to both the physical and emotional needs of our clients/patients. We are taking a number of preventative measures, based on guidelines established by the Centers for Disease Control (CDC), including:

- Screening patients/clients and visitors according to guidelines provided by the CDC, the Department of Mental Health, and other regulatory agencies.
- Providing alcohol-based hand sanitizers throughout our sites and in common areas. Cleaning sprays and wipes will also be provided to clean and disinfect frequently touched objects and surfaces such as counters and door handles.
- Employees are encouraged to practice Social Distancing, including using telephone and video conferencing instead of face-to-face meetings as much as possible during this outbreak.
- Employees have been informed that it is critical that they do not report to work while they are experiencing respiratory symptoms such as fever, cough, shortness of breath, sore throat, runny or stuffy nose, body aches, headache, chills or fatigue.
- Following the recommendation of the CDC, PFH is recommending that employees remain at home until at least 24 hours after they are free of fever (100 degrees F or 37.8 degrees C) or signs of a fever without the use of fever-reducing medications.
- PFH provides paid sick time and other benefits to compensate employees who are unable to work due to illness. Employees who report to work ill will be sent home in accordance with these health guidelines.
- Employees who test positive for COVID-19 are informed that they should follow the recommendations of their healthcare provider and county health department.

If you are concerned you have COVID-19, we recommend you seek care first from your primary care physician or follow guidelines issued by your community, and then inform your PFH care provider.

We continuously review recommendations from the CDC and other regulatory agencies, and will update our clients, employees, and stakeholders as needed.

As your care provider, our priority is to be prepared to take care of you, your family and community as the need arises. If you or a loved one have any concerns, please feel free to reach out to your PFH provider for assistance.