



March 20, 2020

An open letter to all we are so honored to serve,

Community Living Services is closely monitoring the ongoing COVID-19/Coronavirus outbreak in accordance with guidelines and recommendations from the Centers for Disease Control (CDC) at [www.cdc.gov/coronavirus](http://www.cdc.gov/coronavirus) and Michigan Department of Health and Human Services (MDHHS) at [www.michigan.gov/coronavirus](http://www.michigan.gov/coronavirus).

We are striving to serve you in the best way possible while also protecting your health and adhering to the guidelines put forth by our state and federal government.

Given the circumstances, some of your services will likely need to be provided via telepractice (i.e. via the phone) over the upcoming weeks or months. This has been approved and encouraged by our state leaders at the Michigan Department of Health & Human Services.

Your Supports Coordinator will be reaching out to you by phone and will ask for your consent to communicate and serve you via “Telepractice”. Your permission will need to be obtained via verbal consent for now, and actual signatures will be obtained through the U.S. Postal service, or later using an alternative method.

Each county has an array of resources being made available to its residents. Your Supports Coordinator can also help you identify aid for things such as food assistance, should it be needed. Some helpful resources:

- Oakland County Government has set up a hotline for resources: 1-800-858-1000
- Wayne, Kent, and Macomb County questions about COVID-19 or other resources (including food assistance) call 2-1-1 or (734) 287-7870
- NAMI Helpline: 1-800-950-6264
- As always, CLS will do its best to keep links to all important information on our website at [www.comliveserv.com](http://www.comliveserv.com)

Please keep in mind the Centers for Disease Control (CDC) and Michigan Department of Health and Human Services (MDHHS) recommendations to protect yourself and those around you.

1. Take steps to protect yourself:
  - a. Wash your hands often with soap and water for a least 20 seconds, especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.

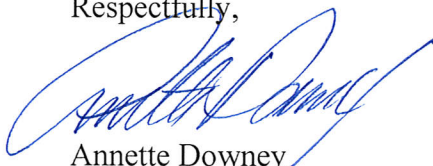
- b. If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
  - c. Avoid touching your eyes, nose, and mouth with unwashed hands.
  - d. Avoid close contact with people who are sick.
  - e. Put distance between yourself and other people if COVID-19 is spreading in your community. This is especially important for people who are at higher risk of becoming very sick.
2. Stay home if you are sick with respiratory symptoms and fever (100.4 or higher), except to get medical care.
- a. Cover your mouth and nose with a tissue, or use the inside of your elbow, when you cough or sneeze.
  - b. Throw used tissues in the trash.
  - c. Immediately wash your hands with soap and water.
  - d. You should wear a face mask if you are sick and around other people.
  - e. Clean and disinfect frequently touched surfaces daily.
  - f. As always, call 911 if you are experiencing a medical emergency.

Please take any concerns related to your services or needs to your Supports Coordinator who will assist you. If they do not know the answer, they will work to find that answer.

These are unusual times and we will have to come together as a community, while maintaining social distance, in order to determine your individual support needs during this time of crisis.

Please stay safe and don't hesitate to reach out for help and guidance. Each person is in a different situation and we are here to problem solve with you to best meet your individual needs.

Respectfully,



Annette Downey  
President/CEO  
Community Living Services, Inc.