



## Memorandum

Date:  
To:  
From:  
Subject: Coronavirus Disease 2019 (COVID-19) Organizational Update (Internal guidance for delivering client enrollment and services)

### Background

CDC is responding to an outbreak of respiratory disease caused by a novel (new) coronavirus that was first detected in Wuhan City, Hubei Province, China and which has now been detected in multiple locations internationally, including cases in the United States. The virus has been named “SARS-CoV-2” and the disease it causes has been named “coronavirus disease 2019” (abbreviated “COVID-19”). Coronaviruses are a large family of viruses that are common in humans and many different species of animals, including camels, cattle, cats, and bats. Rarely, animal coronaviruses can infect people and then spread between people, such as with MERS and SARS. COVID-19 is spreading person-to-person in China and some limited person-to-person transmission has been reported in countries outside China, including the United States.

(Agency) is closely following rapidly developing guidance from CDC, the World Health Organization, VA, and others to determine best practices preparing for and responding to this outbreak. We are guided by a fundamental commitment to taking every possible action to protect team members and clients and to mitigate against all foreseeable circumstances.

### Immediate reduction in office traffic:

(Agency) recognizes that a large percentage of clients served by the organization’s SSVF program are in what is being called a high risk category based on age and other factors. We are highly aware of obligations to take every reasonable action to protect our personnel, offices, vehicles, and other places where we have contact with clients. At this time, health officials are suggesting that you maintain social-distance. Therefore, both offices should go into an appointment-only access mode. This includes clients who are seeking services and those actively enrolled. Every attempt should be made to deliver services via phone, email or video-chat, if possible. In the event that it is necessary for a client to be met with face-to-face, the staff member handling that service should screen the client for potential signs or symptoms as listed in the attachment to this memorandum and schedule services to be delivered.

### Individuals presenting at offices unscheduled:

- Veteran households who present at (Agency) will use the video intercom system at the door that has been installed. The individuals should be screened for potential signs or symptoms and then escorted by engagement staff to an open-air space if they are in need of further service.  
(Add additional instructions if instructions differ by location)

**Individuals seeking SSVF services:**

- Veteran households who contact (Agency) for SSVF services should be afforded the opportunity to complete an enrollment virtually. For households who do not possess the ability to enroll virtually, they should be screened and scheduled for a field intake.

**Individuals currently enrolled in SSVF services:**

- Veteran households should complete all initial care management visits virtually if possible. This means via email, phone, or video chat. If they absolutely need to see a care manager face to face, follow the appointment only access mode guidance and screen the client for potential signs or symptoms. This is the same for any follow up care management visits.
- Veteran households who need to submit documents relevant to their housing stability, may do so via phone, email, or fax. There has also been locked drop-boxes outside of each location for easy drop-off.

**(Agency) will NOT turn a client away who is eligible and in-need of SSVF services. We must prioritize health and safety while maintaining our commitment to those we serve in creative ways.**

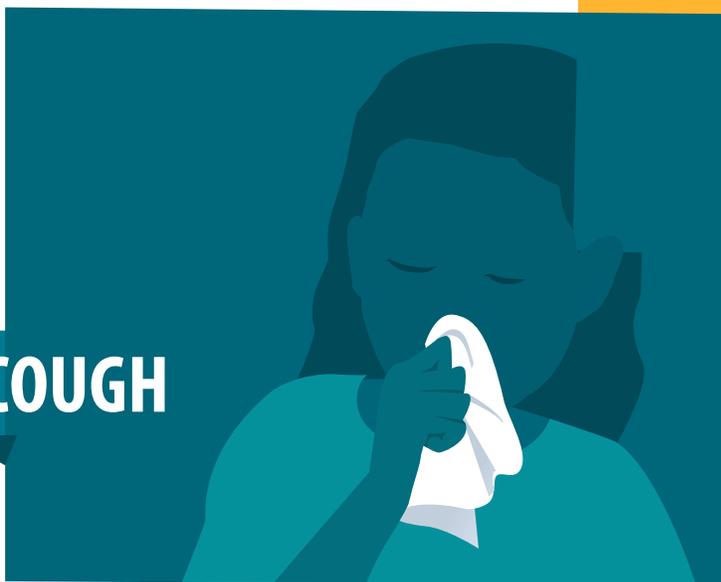
**Patients with COVID-19 have experienced mild to severe respiratory illness.**

**Symptoms\* can include**

**FEVER**



**COUGH**



**\*Symptoms may appear 2-14 days after exposure.**

**Seek medical advice if you develop symptoms, and have been in close contact with a person known to have COVID-19 or if you live in or have recently been in an area with ongoing spread of COVID-19.**

**SHORTNESS OF BREATH**



For more information: [www.cdc.gov/COVID19-symptoms](http://www.cdc.gov/COVID19-symptoms)



**THE PBFF TEAM IS COMMITTED TO THE HEALTH AND SAFETY OF ALL MEMBERS OF THE ORGANIZATION AND THE COMMUNITY. WE WILL CONTINUE TO MONITOR THE **CORONAVIRUS** ALONG WITH THE CENTERS FOR DISEASE CONTROL AND PREVENTION (CDC) AND WILL PROVIDE REGULAR UPDATES AS NEEDED.**

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**Steps to stay safe:**

- Washing your hands is easy, and it’s one of the most effective ways to prevent the spread of germs. Clean hands can stop germs from spreading from one person to another and throughout an entire community—from your home and workplace to childcare facilities and hospitals.
- Cover your mouth and nose with a tissue when you cough or sneeze.
- Put your used tissue in a waste basket.
- If you don’t have a tissue, cough or sneeze into your upper sleeve, not your hands.

