



Centra Wellness
NETWORK

May 26, 2020

To clients, families, partners and community members;

As you are aware, the coronavirus (COVID-19) is causing a lot of concern in the United States and here in Michigan. Centra Wellness Network has implemented several measures to assure that both your safety and that of the staff.

Since March we have had to make many adjustments to assure our mandated service delivery continued. We assured that Crisis Services, Case Management, Assertive Community Treatment, Home Base and Med Services continued to be available. Additionally, we provided therapy, peer services and most recently added in SafeNet services and ABA services. These programs are just starting back up after furlough for the past couple months. In June we will start to re-engage our Community Skills Trainers and Employment Services. We will do our best to provide you with updated information as things may change.

Though we are attempting to bring our service delivery back to pre-covid levels we will be operating under the Governor's Executive Orders, CDC, Public Health and MDHHS guidelines. We want to share with you the following changes being added to our daily practices.

1. When you call for an appointment, ***we will do a brief screening over the phone*** regarding your health. We will ask if you have a temperature, cough, sore throat, if you have been exposed to someone with COVID, or if you have been traveling recently. There **may be numerous times you are asked these questions so please be patient with us** as we repeatedly ask these questions.
2. If you are coming to our offices, **we will have a different check in process for the offices. We are attempting to limit persons in the building.** When you pull into the parking lot make sure to stay in your vehicle and make a call (**1-877-398-2013**) to



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the office, then someone will come to the parking lot and get you for your appointment. Also, we will be asking you to **wear a mask and the use hand sanitizer** when entering our building. We will again ask questions and request you **submit to a review of your temperature.**

3. If you take public transportation please enter the building, again we ask you use a **mask and you will be asked to remain in the waiting room using social distancing of 6 feet.** We will have adjusted our waiting room to accommodate the social distancing. Someone will come to get you, and **will ask you questions as noted above, and to allow us to take your temperature.**

If you feel you will have significant difficulty following any of these changes, please contact our offices or speak directly to your Case Manager, Therapist or Nurse to review your concerns. Thank you for understanding and participating in these steps, we are working hard to assure as much safety for you and our staff throughout this health care crisis.

Thank you all for your patience as we work on ways to meet your needs, keep you and our staff safe.

Sincerely,

Karen M. Goodman, LMSW
Director Systems Development