

## COVID-19 (Coronavirus) NBRC Service Provider Information

Dear NBRC Service Providers,

We are reaching out to you today to provide general information and guidance from the Centers for Disease Control (CDC), the California Department of Public Health (CDPH) and County Offices of Public Health regarding the Coronavirus Disease 2019 (COVID-19).

NBRC leadership is continually monitoring changes of information about the Coronavirus in all three of our counties. We will continue to reach out to all of you when new information is released that is relevant to NBRC, the people we serve and our vendor community. The best place to receive current information is from your local county public health department (links page 2), as they have the most recent information in your areas.

If, as a service provider, you suspect an outbreak of COVID-19 in your organization, please contact your local health department immediately and follow their instructions. Please report a suspected or confirmed outbreak to NBRC and Community Care Licensing, as required by applicable regulations, using a Special Incident Form (SIR) and calling 707-256-1227. If you have made any changes to your program that may impact client's services, please let your Quality Assurance Liaison know. If you are unclear who your Quality Assurance Liaison is, please call: 707-256-5376

The best way to prevent illness is to avoid being exposed to a virus. However, as a reminder, the CDC recommends everyday preventative actions to help prevent the spread of respiratory diseases:

- Avoid close contact with people who are sick
- Avoid touching your eyes, nose and mouth
- Stay home when you are sick
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Follow CDC's recommendations for using a facemask:
  - CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19.
  - Facemasks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others. The use of facemasks is also crucial for health workers and people who are taking care of someone in close settings (at home or in a health care facility).
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
  - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

It is important that we all stay informed and continue to implement measures recommended by the CDC, WHO and local County Departments of Public Health to keep ourselves and the individuals we serve healthy. Please know that I appreciate each of you for all of the work you do to support the people we serve, to live their best lives in the community.

Sincerely,

Courtney Singleton

Director of Community Services

North Bay Regional Center