

UNIVERSAL
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“Caring People, Caring for People”

TO: Consumers, Employees, Contractors, Families and Guardians
FROM: Brook Phillips, Executive Vice President/Agency Director *BP*
DATE: March 26, 2020
RE: Covid-19

Universal Mental Health Services always takes the health and safety of all the individuals we support as well as their caregivers, very seriously. This has become an even greater priority since the start of the COVID-19 outbreak. Since that time, Universal has been working strategically to maintain the health and safety of those receiving services and those providing services to these individuals.

It has been deemed that the services that Universal provides are classified as **“essential services”** and it is imperative that we continue these services to our clientele during this difficult time. Therefore, we have no plans to close our offices or halt our service delivery at this time.

Universal’s priority is keeping our clientele and employees/contractors safe and healthy. We are recommending that the guidelines published by the CDC and State of NC be followed. Listed below are the guidelines that consumers, employees/contractors, families and guardians must be vigilant in following:

- Social distancing
- Limited community outings (only essential needs)
- Frequent and thorough washing of hands
- If eating out, drive through only
- No shopping (pick-up or home delivery for food/supplies)
- No community events
- Ensure that medication and food supplies are well stocked
- Should someone residing in the home show signs or symptoms of this illness, contact the local Health Department immediately
- Should an employee/contractor show signs or symptoms of this illness they should not go to work and should contact the local Health Department immediately
- Ensure you have telehealth information for medical professionals if the medical need arises
- Consumers, employees/contractors and families/guardians should stay in contact with their QP on a regular basis

The following are resources you may find helpful during this time.

- CDC: (<https://www.cdc.gov/coronavirus/2019-ncov/index.html>) (1-800-232-4636) (US information)
- NC DHHS: (<https://www.ncdhhs.gov/divisions/public-health/coronavirus-disease-2019-covid-19-response-north-carolina>) (NC information)
- NC 2-1-1 is a service that is critical during times of emergency. By calling 2-1-1 you can obtain needed information
- You can call 888-892-1162 to receive general information and updates about COVID-19

We are here to assist our clientele however we can during this difficult time. We appreciate all the hard work our staff provides each day. I strongly encourage each person to take this crisis seriously and adhere to the guidelines that have been published and are included in this letter.

839 Wilkesboro Blvd.
Lenoir, NC 28645
Phone: 828-759-2228 Fax: 828-759-0159