



March 9, 2020

Dear Hillside Families,

The safety and well-being of the children we serve is our first priority. In response to the growing concerns of COVID-19, we are implementing enhanced prevention practices to keep our environment, the children, and our employees safe while we remain attentive to the guidance provided by the Centers for Disease Control, Georgia Department of Education, Department of Community Health, and The Joint Commission.

While we have every intention to continue providing therapeutic services to you and your family, should any changes occur, our staff will promptly communicate with you by email and/or phone call.

We ask that you help us keep Hillside safe by following these requests:

1. Day Program students who have symptoms of acute respiratory illness should not attend until they are free of fever (100.4° F [37.8° C] or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants).
2. Report any exposure you or your child has had with a confirmed case of COVID-19.
3. Report any recent or future plans for travel to affected countries or states.
4. Avoid attending Visitation or Family Therapy in person if you are experiencing symptoms. Phone sessions may be made available in such circumstances.
5. Practice prevention by:
 - a. Frequently washing hands with soap and water for at least 20 seconds throughout the day. When soap and running water are unavailable, use an alcohol-based hand rub with at least 60% alcohol. Always wash hands that are visibly soiled.
 - b. Avoid touching eyes, nose, or mouth with unwashed hands.
 - c. Avoid unnecessary close contact with other people, such as shaking hands or hugging.
 - d. Use tissues or disinfectant wipes to touch common surfaces, such as door handles.
 - e. Avoid coughing or sneezing into the air – use a tissue and discard it immediately.

There is much uncertainty as to how our area will be affected, but please rest assured the Hillside Environment of Care and Infection Control Teams are committed to provide prompt response and communication. Always reach out to your assigned therapist, family consultant, or program manager with concerns and questions. We are here to serve you and your child.

Thank you in advance for your cooperation and support.

Emily R. Acker
President and CEO