



March 23, 2020

To Family Members and Friends of Individuals Served by Helio Health, Central New York Services and Insight House

This notice is to provide you with updated information about what Helio Health, Central New York Services and Insight House are doing in response to the Novel Coronavirus, also known as COVID-19.

As you may know, this virus was first identified in China and has spread to over 100 locations internationally, including the United States. This virus can be mild in many individuals but can be more severe in others, particularly older individuals and those of any age with underlying health conditions such as heart disease, lung disease and diabetes.

The health and wellbeing of you and your loved one is our top priority. To this end, we have assembled a team to review, daily, any updates that may affect the way that we provide services. This team is led by the agency's President & CEO and Medical Director to ensure that the information is current, relevant and that resources can be allocated appropriately.

Our team previously determined that, while we could no longer support visitation on site at our programs, we would continue to allow individuals in Residential Programs to visit with loved ones off site. After continual review of guidance by federal, state and local resources, we are now asking that individuals residing in Community Residences, and other congregate living situations, do not leave the property except for urgent medical appointments. We are working to begin offering enhanced services on site, utilizing telehealth wherever possible. We will offer additional phone time for our patients to connect with their family and friends at all locations.

This change is an additional step to protect you, your loved one and our staff from unnecessary risk of exposure to COVID-19. We hope that you understand this decision and we are available to answer any questions you may have.

Our goal is to protect the people that we serve and our staff that support them. We will continue to monitor the situation closely and will get back to normal visitation access as soon as it is appropriate.

Please remember that the best way to protect yourself and others is to avoid close contact with others who are sick, cover your cough or sneeze with a tissue, then throw in the trash, or cough or sneeze into your elbow, avoid touching your eyes, nose or mouth and wash your hands often with soap and water for at least 20 seconds.

Best,

Lisa Mancini, Chief Clinical Officer
Dr. Ross Sullivan, Medical Director