



March 11, 2020

To all individuals served by Helio Health, Central New York Services and Insight House:

This notice is to provide you with information about what Helio Health, Central New York Services and Insight House are doing in response to the Coronavirus, also known as COVID-19. As you are likely aware, this virus was first detected 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.

Your health and wellbeing 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 to you. 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.

The team has developed specific plans for each service we provide so that we can continue to support you in a way that minimizes the risk to you, and others, for exposure to this virus. We want to assure you that you will continue to have access to necessary clinical services, including medication assisted treatment, during this time. You may see a change in frequency, location or method of delivery (e.g. telehealth, as appropriate) to the services you currently receive.

Over the next few days, you can expect that staff will be confirming with you your mobile phone number, email address and emergency contact information in the event that we need to communicate with you about the services you receive with us.

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. If you are not feeling well, or have a fever with or without a cough, please stay home and reschedule your appointment when you are feeling better.

If you have recently traveled to China, Italy, Iran, Japan or South Korea OR have been in close contact with a person known to have COVID-19 AND have a fever and lower respiratory illness (e.g. cough or shortness of breath) please call your counselor, or the program, and let them know you are not feeling well and do not report to the program for services. It is important that you contact your Primary Care Provider for further guidance or, if you do not have a Primary Care Provider, go to a local emergency department for evaluation.

If you are not feeling well and experiencing a crisis, please contact your counselor or you can call the Regional Open Access for Addictions at 315-471-1564 to speak to a counselor.

Please let your counselor or a supervisor know if you have any questions.

Thank you,

Lisa Mancini, Chief Clinical Officer
Dr. Ross Sullivan, Medical Director
Jeremy Klemanski, President & CEO

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