



877 South Street Suite 4 East, Pittsfield, MA 01201  
Telephone (413)499-0524  
or 1-800-544-5242  
Fax (413)442-6443  
E-Mail [esbc@esbci.org](mailto:esbc@esbci.org)

## Important Information Regarding the Coronavirus

March 16, 2020

Dear Valued Elder Services Consumer, Caregiver and Family Member:

We want to assure you that Elder Services of Berkshire County, Inc. (Elder Services) holds your health and safety in the highest regard.

With guidance from the Massachusetts Department of Public Health (DPH) and the federal Centers for Disease Control and Prevention (CDC), we are working to ensure that you continue to receive needed services and are taking appropriate steps to reduce the risk of your exposure to Coronavirus (COVID-19) as well as that of our volunteers and staff.

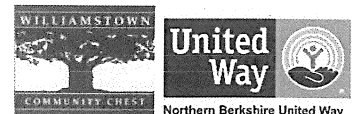
### Things you can do to help prevent transmission:

- Standard precautions remain the best form of prevention. Handwashing for at least 20 seconds is critical, especially after you've been out of the house.
- If you can't wash your hands use sanitizer.
- Clean and disinfect environmental surfaces in your home routinely.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid contact with people who are sick with cold or flu symptoms.
- Social distancing if you are in a room with others
  - Avoid crowds and do not travel unless you have to.
  - Allow at least 6 feet between you and others, if possible.
- If you feel sick or have a cough or fever, call your doctor and let us know.

### What we are doing to protect ourselves and you:

- Requiring employees or volunteers who feel sick to stay at home
- Educating and reminding our staff and volunteers about measures to help prevent transmission
- Reminding everyone (particularly our drivers and others who may visit you) about proper hand hygiene and cough and sneeze etiquette in and out of the office
- Monitoring the DPH and CDC websites daily for the most up-to-date information. There is a link to the CDC website on Elder Services' website.
- Requiring staff, who choose to travel for personal purposes, to self-quarantine before returning to work
- Requiring that all conferences, seminars and other discretionary gatherings, hosted by Elder Services involving external parties, be rescheduled or conducted virtually
- Restricting staff from attending most external work-related conferences, seminars or events in person

A member agency of....



- Asking that staff and volunteers practice social distancing (keeping 6 feet between people)

### How this will affect you:

As our goal is to deliver the care you need in a safe, effective manner, our staff will ask you the following questions prior to visiting you or while delivering your meal:


- Do you have a fever or cough or are you experiencing shortness of breath that is not related to a chronic condition, i.e., COPD, asthma?
- Have you or anyone in your household traveled in the last 14 days and, if so, to where?
- Have you or anyone in your household had contact with anyone who has or was exposed to the Coronavirus?

In instances in which you answer yes, we will recommend that you see your doctor and offer to reschedule your appointment. Though our policy regarding meal delivery has been to hand the meal to our consumers and do a face-to-face well-being check, in limited special circumstances our drivers will conduct a verbal wellness check upon arrival. If they receive an answer, the meal may be left in a safe location outside the door. If there is no answer, a meal will not be left and our emergency protocol will be enacted.

We will keep you up to date about additional steps we are taking to keep you healthy. As always, please call your Client Services Coordinator or others at Elder Services at (413) 499-0524 if you have any questions.

Thank you for your patience and cooperation during this rapidly evolving and unprecedented public health challenge.

Sincerely,

  
Christopher McLaughlin  
Executive Director

Some important resources for you to learn more about the Coronavirus:

- Massachusetts Department of Health [www.mass.gov/2019coronavirus](http://www.mass.gov/2019coronavirus)
- Berkshire Health Systems Coronavirus Information Hotline 1-855-262-5465
- Mass211 has set up a line to support residents during the ongoing response to COVID-19. Massachusetts residents can dial 2-1-1 at any time for real-time COVID-19 information, resources and referrals in multiple languages.

A member agency of...

