



Dear Acenda family:

We wanted to give you an update on the precautions Acenda is taking with regard to the coronavirus, now known as COVID-19. Since the start of the year, our leadership team has been monitoring the progress of this virus through the World Health Organization (WHO), and the U.S. Centers for Disease Control and Prevention (CDC).

We are monitoring reports day and night so you can be assured that our Acenda leadership team is fully informed and committed to keeping both our employees and clients healthy. Our focus is to ensure we meet client needs while doing our part to keep you, our employees, and our communities safe.

We understand that this virus is a cause of concern, and we will do everything we can to help reduce your anxiety. Knowing important information about the outbreak and learning how to be prepared can reduce your stress and help calm likely anxieties.

Here are some important facts from the [CDC about COVID-19 that might help put some perspective on the situation at hand:](#)

- The virus is thought to spread mainly from person-to-person, between people who are in close contact with one another (within about 6 feet), through respiratory droplets produced when an infected person coughs or sneezes.
- People are thought to be most contagious when they are the sickest. Some spread might be possible before people show symptoms; there have been reports of this occurring with this new coronavirus, but this is not thought to be the main way the virus spreads.
- It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.
- The following symptoms may appear 2-14 days after exposure: fever, cough, shortness of breath
- So far, children appear to be much less affected by COVID-19, which was also seen after other coronavirus outbreaks.
- Children with pre-existing illnesses may have a higher risk of getting the virus, so you should discuss this with your child's physician.
- Call your doctor if you develop symptoms and have been in close contact with a person known to have COVID-19 or if you recently traveled from an area with widespread or ongoing [community spread of COVID 19.](#)

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INTEGRATED HEALTH

We encourage you to take proper steps to protect you and your loved ones from contracting the virus.

- Clean your hands often with soap and water for at least 20 seconds after being in a public place or after blowing your nose, coughing or sneezing.
- Avoid close contact with people who are sick.
- Stay home when sick.
- Cover your mouth and nose with a tissue or with the bend/crook of the arm when coughing or sneezing.

It's also important to stock up on things in your home including tissues, soap, hand sanitizers, medications taken on a regular basis, water, non-perishable foods and activity books and games to pass the time if you cannot get out of the house.

The majority of people who have contracted COVID-19 to this point have experienced mild to moderate symptoms, which are similar to a regular cold or flu virus. These people generally recover at home, using over-the-counter flu remedies. But the virus can be dangerous to older people, which the CDC is now identifying as those 50 years old and older, as well as people with other health concerns or have compromised immune systems.

Acenda's leadership team is holding daily meetings to prepare for any operational, staffing, and communications needs as the COVID-19 situation progresses. Our primary focus is on the health and safety of the individuals in our care and our staff. Our leadership across the organization are available to every one of our programs 24/7, and we are in daily communication to ensure all of the proper steps are taken at our locations to keep them safe for our clients.

I am so thankful every day that you have entrusted us with your care and it is truly our privilege to be part of your family. We encourage you to continue to checking this webpage for additional updates on the availability of our programs and services.

All my best,



Dr. Anthony DiFabio
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