

MARCH 16, 2020

Clermont Senior Services is vigilant in our commitment to the quality of life of older adults in Clermont County. By our very mission, our services are based upon the safety, well-being and protection of older adults living in Clermont County by providing a broad scope of home and community-based services, enabling older adults to remain in their own homes, and as active and independent as possible.

Please be aware that as this situation changes, so will our decisions with regard to service delivery. Please frequently check this source for possible changes. New information will be placed in bold font for easier access to updates.

Clermont Senior Services is engaging in regular communication with the local Health Department, the Council on Aging of Southwest Ohio and state departments, such as the Ohio Department of Aging and LeadingAge Ohio.

For our employees, volunteers and those we serve, we have established protocols that are specifically focused on preventing the spread of COVID-19 [Coronavirus].

- **First and foremost, all critical home-based are continuing to operate. These programs include Home Care, Meals-on-Wheels, and Transportation.**
- **Effective 3-16-2020, the Lois Brown Dale Adult Day Services Welcome Center is closed to all customers. This is, tentatively, scheduled to reopen on Monday, March 30, 2020. Please call the Center or refer to this source for updates.**
- **Effective 3-16-2020, all non-critical home repairs will be suspended. Contact Helen Fisher if you have any questions.**
- Lifelong Learning Centers, located at the Union Township Civic Center, Miami Township Civic Center and Bethel Woods, will be closed for a period of two weeks and will, tentatively, reopen on Monday, March 30, 2020.
- **Staff may phone customers prior to your appointment, requesting information to help us better prepare for service.** Those persons we serve are being asked to alert their case managers or specific departments (i.e. Transportation, Adult Day Services Center) if they are presenting any of the common symptoms, such as an elevated temperature, coughing, sneezing and/or shortness of breath.
- All seven senior housing communities operated by Clermont Senior Services are following precautionary guidelines and are not hosting events or activities in their respective community rooms. **Further, there are limitations with regard to visits. All visitors will be asked to sign in upon entering a facility. Please call the Property Manager at the respective community for more information. All other *operating* services of Clermont Senior Services continue to be functional to residents receiving services in the facilities, i.e. home care, transportation to medical appointments and meals-on-wheels.**
- All employees and volunteers are receiving instructions and/or training on preventing the spread of COVID-19 [Coronavirus].

All of the above is subject to change as the situation changes. Anyone with any questions can call our agency at 724-1255.