

METROPOLITAN COMMUNITY SERVICES

CORONAVIRUS – CLIENT STATEMENT

At Metropolitan Community Services (MCS), we value the health and safety of our employees, clients and other stakeholders. MCS wants our clients to know that we are taking all necessary precautions to deal with the ongoing outbreak of the Coronavirus and the illness it causes, COVID-19. In an attempt to monitor the local, national and worldwide spread of COVID-19, we ask our clients to review the following material.

MCS wants our clients to know the following:

- We are implementing extra measures and precautions to clean, sterilize, and disinfect our offices, workstations, and ensure additional cleanliness practices are followed by our caregivers.
- All of our employees are encouraged to stay home if they are displaying symptoms of the virus.
- In an attempt to minimize foot traffic throughout our office in order to help prevent the spread of the Coronavirus, MCS will be conducting the majority of its in-office appointments over the phone or via video chat, and some appointments may need to be rescheduled as a result. We appreciate your understanding and cooperation.

We encourage our clients to take the following steps to minimize potential exposure:

1. Wash your hands often with soap and water (20 seconds of scrubbing). Use an alcohol-based hand sanitizer of at least 60 percent alcohol ONLY IF soap and water are not available.
2. Cough/sneeze into a tissue. Dispose of used tissues immediately into a trash can. If you don't have a tissue, cough/sneeze into the crook of your elbow, not your hands. Wash your hands immediately after coughing/sneezing.
3. Avoid touching your eyes, nose, and mouth, which accelerates the spread of infections.
4. Avoid close contact with others who are sick.
5. If you are sick, stay home and avoid contact with others, including: parties, meetings, and events.
6. Do not share glasses, eating utensils, water bottles, cigarettes/vapes/JUULs, lipstick/makeup, etc.
7. Clean and disinfect frequently touched objects and surfaces regularly.
8. Clients who may be more susceptible to the Coronavirus should ensure that household members stay in another room or be separated as much as possible. Household members should also use a separate bedroom and bathroom, if available.
9. Clients should prohibit visitors who do not have an essential need to be in the home.

MCS will continue to monitor the situation and provide updates as necessary. We understand that these precautions may cause some inconvenience, but we appreciate your understanding and cooperation in helping us maintain the safety of our clients, families, employees, and other stakeholders.

For additional information and resources about Coronavirus, please see the following:

- Center for Disease Control's General Information About COVID-19:
https://www.cdc.gov/coronavirus/2019-ncov/about/index.html?utm_source=bronto&utm_medium=email&utm_term=General+Information+About+COVID-19&utm_content=COVID-19+UPDATE+&utm_campaign=COVID-19+UPDATE+&_bta_tid=40463714415476440181608204683221948230766859179912859868626343964660129956728764384212123157269044705078&_bta_c=bulvg6phia_d6pxmlb3hy4rt28r7ic
- Minnesota Department of Health General Information About COVID-19:
<https://www.health.state.mn.us/diseases/coronavirus/index.html>

If you have any questions or concerns, please contact our office at 952-658-8995.