



COVID-19 PRECAUTIONS

Valued IHS Partners,

As the Institute for Human Services (IHS) responds to COVID-19, we would like to thank you for true partnership in caring for our shared clients. The safety of our teams and clients is most important to us. We will be implementing the following measures to increase the cleanliness of the facilities, screen for COVID, and protect our most medically vulnerable clients. Heightened safety measures include:

Hygiene REQUIREMENTS:

- Perform good hand hygiene on a regular basis: Before and after eating, contact with people or surface, before and after gloving.
- Avoid touching your face.
- Practice social distancing (maintaining 6ft from others as appropriate).
- Wipe down surfaces on a regular basis. Bleach solution, gloves and rags are provided at each location for your use.
- Single use soap is available at the front desk to minimize contact with shared surfaces.
- Unfortunately, IHS cannot provide personal protective equipment (PPE) except for gloves for cleaning, due to our own shortage. Please feel free to have your team bring their own if appropriate.

Client Expectations:

- Clients are expected to perform hand hygiene on a regular basis, shower regularly, have clean clothes, and follow social distancing. If there is a gap, please consult with the manager and the Clinical Director Jerry Coffee (808.499.7340) immediately.

COVID Screening:

At each of the IHS facilities, screening for temperature over 100 deg F, cough, shortness of breath **OR** travel history within the past 14 days will be performed DAILY. If you meet criteria, do not come to IHS. If you observe any of your clients meeting criteria, notify the manager immediately and if unavailable call Leina (808.554.7652) IMMEDIATELY.

Other Precautions:

- We understand the importance of a face to face encounter with clients. President Trump has waived HIPAA for telehealth. Please consider a phone call or video conferencing and if this does not suffice, we welcome your visit.
- No gatherings of more than 10 people and when sitting at the tables practice social distancing
- Some staff with heightened vulnerability have been furloughed. If you are having trouble contacting a specific member of our team, please reach out to their supervisor, then Leina for the new point of contact.

We will be planning for the worst and praying for the best. Your engagement and partnership in these difficult times is invaluable and we cannot thank you enough.

Mahalo,

Connie Mitchel, Executive Director

Leina Ijacic, Chief Administrative Officer
