



# COVID-19 Response for NVFS Clients

*Subject to change, as situation evolves*

Like you, we are closely following the spread of COVID-19 in our region. Northern Virginia Family Service is here to help, and the wellbeing of you and your family is important to us. We know that times like this can be emotionally, physically, and financially challenging.

Our goal as an organization is to keep clients, staff and volunteers safe and healthy and to provide open communication. NVFS has established a Response Team to plan for service delivery during the evolving COVID-19 situation. Following is some information about the steps we are taking:

- Northern Virginia Family Service is following the guidance of our local health departments. If there are any service disruptions, we will post updates on our [website](#) and [Facebook](#) page.
- Our early childhood education centers follow the decisions of the public schools in each jurisdiction regarding school closures. Effective 3/12/2020, Loudoun County Public Schools announced school closures through 3/23/2020. As such, NVFS' Loudoun Early Head Start Center is closed during this same period. All other programs and services throughout the region are operating as normal.
- NVFS is following the Centers for Disease Control (CDC) recommendations for navigating face to face interactions and disinfecting our common areas. We are committed to ensuring that our offices, childcare centers, Thrift Shop, shelter, and all other NVFS centers maintain the highest standards of cleanliness.
- NVFS Leadership is in regular communication with the health departments throughout the region for general guidance about any changes to public health protocols. We are also in contact with the health departments regarding any reported self-quarantines, presumptive positives, or contact with presumptive positives (even if asymptomatic) in our NVFS community.
- NVFS staff are considering alternate service delivery methods, such as phone calls, texts, emails and other forms of contact. Staff are encouraged to work with their supervisor and use discretion regarding home visits, trainings and client meetings. Staff will communicate directly with clients regarding any changes to our services as a result.
- We ask that you take precautions and follow health department guidelines regarding personal contact. Per CDC guidance, staff has been directed to refrain from hugging, hand shaking and other personal contact. We ask that you practice the same personal contact boundaries.
- If you are sick or otherwise not comfortable with coming to our office or meeting with NVFS staff in your home, please discuss that with our staff – we will do the same.



- Client confidentiality is critical to our work with you. However, if in the event that an NVFS staff member tests positive for COVID-19, the Health Department will start a “Contact Investigation,” as required. They will ask impacted NVFS staff to share the names and contact information of clients with whom they have had recent contact. The Health Department has assured us that they **WILL NOT** ask about status or any additional confidential information. They have also confirmed that they **DO NOT** share information they received with the public or the police.

Finally, please remember these **tips for staying healthy**:

- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer only if soap and water are not available.
- Avoid touching your eyes, nose, and mouth as much as possible.
- Cover your mouth and nose with a tissue or sleeve (not hands) when coughing or sneezing.
- Practice social distancing when possible, limiting attendance at events with large groups and maintaining three feet of distance from others when in public.

**If you think you have been exposed to COVID-19** and develop a fever and symptoms of respiratory illness, such as cough or difficulty breathing, call your healthcare provider immediately. If you do not have a health care provider:

- Call 1-877-askvdh3 (1-877-275-8343) the State Virginia Department of Health assistance number and they will provide guidance to you wherever you are in the state.
- If feeling very sick (ex. shortness of breath) call 911 and tell them why you are calling. Respond to the questions asked related to how you are feeling; this is critical if you need an ambulance, so first responders can be protected from exposure with appropriate gear
- If you want to go the Emergency Room, please call the hospital’s Emergency Department first, tell your symptoms and answer their questions before going. This is so they can set up appropriate quarantine space before you arrive to protect other patients and facility staff.

Thank you for partnering with us to keep each other and our community healthy during these difficult times. The health and well-being of our community is our top priority. Please let us know if you have any questions or concerns. We will continue to send you updates as they become available.

