

As you are aware, North Carolina is beginning to see more cases of Novel Coronavirus (COVID-19). PORT Health Services is committed to continue providing services for our patients. We have always had policies and procedures in place to address all health and safety issues and are committed to keeping our facilities safe. We will follow the guidance of NC Department of Health and Human Services concerning any changes in service delivery.

At this time, we will continue to see our patients and keep all programs operating under normal times and practices, with the exceptions listed below. Any adjustments made due to the pandemic will be announced on our website. Changes we have made effective immediately include:

- All visitation for our 24-hour programs has been suspended until further notice
- Attendance to outside community meetings (AA/NA) for 24-hour programs has been suspended until further notice
- For Adolescent 24-hour programs, face-to-face Child and Family Team Meetings and family sessions have been suspended until further notice and will instead be conducted via conference call. Program staff will provide details
- We will be asking potential new patients questions regarding recent travel, current health and possible exposure to the virus. If the potential patient is determined to be a risk to others, we will not allow admission
- All staff will continue to practice standard/universal precautions
- If staff is experiencing any signs or symptoms of illness, we will ask them not to come to work
- At this time, we are not allowing community members into our 24-hour facilities
- If patients are experiencing any signs or symptoms of illness, we ask that you call to reschedule your appointment. We reserve the right to ask you to leave if we deem that you are a risk to others
- We ask everyone to practice good respiratory hygiene. This includes coughing or sneezing into a tissue and then throwing the tissue away

We are confident in the direction that is being provided by the NC Department of Health and Human Services and will respond to their directives accordingly. In addition, we are dedicated to and understand our role as a health care provider and need to make every effort to insure our patients' needs are met while also insuring our most valuable asset, our staff, is cared for as well. We appreciate everyone's cooperation and patience during this unusual event.