



March 16, 2020

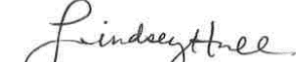
Response Plan Update

Planning continues our quest to respond to COVID-19. Consumer, staff and community needs remain the priority. We remain committed to designing and redesigning the approach SHW will take in carrying out our mission during this challenging time. Current updates:

- SHW is **not** closing. We are moving to an essential service only model. We are available by telephone 24 hours a day (989) 723-6791 and encourage anyone needing assistance to call first whenever possible. Our clinical team will continue to be available to provide assessments and crisis services.
- We are working to achieve social distancing by eliminating in person appointments whenever possible. Only appointments that cannot be rescheduled for a future date or that cannot be handled through telecommunication will occur in person.
- Anyone entering SHW facilities will be screened for COVID-19, which includes a temperature reading. Any person that screens positive for COVID-19 symptoms will be redirected to alternative options available for accessing a member of the clinical team.
- Many members of our workforce will be working from home temporarily.

Please do your part with social distancing. When possible stay home and out of the community. Separating now is what will stop the spread of this virus and allow us to get back to our routines.

Be Well.



Lindsey Hull, CEO

Shiawassee Health and Wellness