



As the situation surrounding COVID-19 continues to evolve, we wanted to connect with you about how we are addressing these concerns throughout our continuum. The health and safety of our patients, their families and our employees is extremely important to us, which is why we have infectious disease protocols in place. We are committed to providing the highest level of care no matter what circumstances life throws our way; we will continue to provide our comprehensive, life-saving treatment services and programs responsibly and with sensitivity to current events.

As a leading healthcare provider that offers residential, inpatient, and partial hospitalization services, our patients live in close quarters. Some of our patients are also medically compromised. There's no denying that an outbreak of any virus on our campuses or units could be dangerous, which is why **Caron has well-established practices, policies, and procedures aimed at preventing the spread of infectious diseases 24 hours a day, 365 days a year.** Our successful track record with the Influenza virus is a testament to our rigorous commitment to these practices.

Examples of standard precautions include:

- Mandatory infectious disease prevention training for all employees
- Emergency preparedness training for all employees
- Proper handling and disposal of hazardous materials and bio-waste
- High standards of cleanliness

Although there are **no reports** of coronavirus on our campuses, the staff at Caron is prepared to address any potential cases. We are monitoring the directives and guidelines put forth by the [Centers for Disease Control \(CDC\)](#) and the [World Health Organization \(WHO\)](#), as well as local health officials.

Immediate actions taken by Caron's campuses in response to the current climate include:

- Increased, regular sanitation of all facilities
- Prior to admission, asking all potential patients pre-screening questions about travel, flu-like symptoms, and their contact with individuals who are confirmed or suspected of having COVID-19
- Increased measures to remind staff and patients about ways to prevent the spread of germs
- Asking visitors to refrain from coming to campus if they are exhibiting flu-like symptoms
- Discouraging hugging and holding hands during fellowship times
- Regular communication with families of those in treatment
- Communication with the Pennsylvania Department of Health and Florida Department of Health as needed

In the unlikely event that an outbreak occurs, **Caron in Pennsylvania's** highly trained and experienced medical staff – **including 10 full-time doctors and 50 nurses** – are prepared to both recognize warning signs and implement preventative measures to reduce risk. We have nurses on campus 24 hours per day, 7 days per week, and 365 days per year; our physicians are on campus 7 days per week and are on-call for 24 hours per day. We are fortunate to have a strong and collaborative relationship with [Reading Hospital Tower Health](#), one of the highest ranked hospitals in Pennsylvania, where all the doctors on my team are on staff as teachers and consultants, so we can easily coordinate with experts when a higher-level of acute medical care is needed.

Our dedication to medical excellence is mirrored in **Caron in Florida**, where we have a strong relationship with the [Delray Medical Center](#), to whom we refer when a higher-level of care is needed. The Florida Medical Department has a full-time Family Practice nurse practitioner and a physician on staff, not merely as consultants or as part of their rounds. These staff members are on campus regularly, and are on-call 24 hours per day, 7 days per week, and 365 days per year.

Finally, we understand that families may be unable to travel to our campuses for family work. Because family involvement is essential to all that we do, we are working on solutions to make sure that families continue to be involved in the care of their loved ones.

More than anything, I want to impart calmness during this time of anxiety-inducing media coverage. It's not helpful to anyone to have fears that aren't necessary. At Caron, I'm confident that we have the experience and expertise to manage these issues successfully.

Dr. Joseph Garbely
Executive Vice President, Chief Medical Officer

Last week, Dr. Garbely spoke with [Behavioral Healthcare Executive](#) about how Caron stays prepared for crisis situations. In their short podcast, Dr. Garbely covers safety, prevention, and how an organization like ours stays calm. Visit Caron's Media Center to listen in.

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