

Keeping You Informed: How We Will Handle COVID Notifications

BBTC remains fully committed to the health and safety of all of our clients and staff. Our values always drive our decision making, and we have found this to be especially important and helpful as we navigate this new world. One of our core values is *respect*, for our clients and families, for each other, for our community and other professionals. Full and transparent communication is part of how we live this value. This means that we will err on the side of caution in our approach, whether it is required by law or not.

There are many changes at Building Bridges at this time: curbside pickup, staff wearing high quality protective equipment, intensive sanitizing protocols in the clinic and therapy areas of homes, health screenings, reduced capacity and groups, and occasional use of our secondary front door when sanitizing our main lobby. We appreciate your understanding and participation in these new expectations and procedures.

We wanted to share our policy regarding communications related to COVID-19. In the event of any COVID-19 diagnosed individuals, client or staff, we will conduct a thorough tracing process. This process looks at the infected individual's activities, movement, and interactions over a period both before and after the diagnosis. Following guidelines based on CDC and public health recommendations, we will then determine possible exposures to clients and staff. Please understand that notifications must be balanced with privacy requirements, so we will not be able to share detailed information about the individual diagnosed. Specific communications will then be sent to staff and clients:

- If there is a possibility of close contact, we will send you a **Possible Exposure Notification**. *This does not necessarily mean that you or your child was exposed.*
- If there is not identified close contact, but there is a possibility that you or your child may have been in the general area at or around the same time as the individual, you will receive a **Health Notification**. *This does not mean that you or your child was exposed or even in close contact with the individual.* It just means that in an abundance of caution, we wanted to make you aware of the situation.

We will continue follow CDC guidelines or stricter in making our assessments of potential risk. You may receive one of these notices, and that does not mean you or your child have been exposed—we simply feel that it is better to err on the side of more communications and transparency. What either of these notices do mean is that you should be especially attentive to monitoring your or your child's health conditions. They will also allow you to make any personal decisions about close contact with any individuals with compromised immune systems or who are otherwise at risk.

Please feel free to contact management or your specific staff with any questions or concerns. We will get through this together!