



## **Caring for Our Clients and Our South TX Community During COVID – 19**

Esperanza Eating Disorders Center continues to use the highest levels of infection control and hand hygiene practices each day for your safety as well as for the safety of our team. During this time, we are even more vigilant, staying abreast of all notices and advisories. EEDC staff follows the infection prevention guidelines recommended by the CDC, and staff/clients are provided daily education on proper hygiene practices.

As a Behavioral Health Care Facility, we are here to serve the needs of our program clients, outpatient clients and their families. Client and community safety is our priority. We will remain open.

In order to reduce the risk of Coronavirus transmission, we have implemented the following:

Commencing Thursday, March 12<sup>th</sup> an increase in disinfecting all doorknobs and removing magazines and manipulatives from lobby and offices.

Commencing Monday, March 16, 2020 – upon entering the Center, all will be required to wash their hands or utilize the hand antibacterial sanitizer upon arrival, temperature will be obtained and will be screened for symptoms such as: cough, sneezing, shortness of breath. All staff and clients will be encouraged to cover their mouths and nose when coughing or sneezing with tissue or inner elbow. If symptoms exist, clients will be referred to their health care provider or minor emergency clinic.

If you are unable to or choose to not come into the Center, in order to deliver patient care, we have the ability to do tele-health for outpatients. We encourage you to coordinate with your outpatient individual therapist and sign an informed consent to Telehealth.

Outpatients will be offered tele-therapy with Zoom or another program which meets the required standard of confidentiality.

EEDC clinical staff is also here to help clients manage overwhelming anxiety about the pandemic and social isolation from required social distancing while also maintaining treatment and recovery for an eating disorder.

### **We ask the following of you:**

If you have traveled to a highly infected area, have a fever, cough or shortness of breath or been in contact with someone known to have COVID-19, we ask you to reschedule your appointment to protect you and our other clients.