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Hi Everyone-

There is much talk about the novel coronavirus (COVID-19) in the media and amongst the community. Please know that we are staying informed and taking precautions as needed. We will keep you updated as information becomes available. Under the leadership of our nursing team, we have developed a comprehensive plan and are working through all facets. I will share all relevant information with you as it becomes available.

The health and safety of all the individuals we serve, our employees and our partners from the community are of the greatest importance to us. **If the client receiving services is ill, please do not come to UCP.** Please look for the following symptoms:

- **Fever**
- **Vomiting**
- **Chills**
- **General malaise or feelings of fatigue, discomfort, weakness or muscle aches**
- **Frequent congested (wet) or croupy cough**
- **Lots of nasal congestion with frequent blowing of the nose**

In addition to looking for symptoms, please do not forget about prevention and to wash hands and not touch your face. Handwashing prevents illness and we are doing our best to make it easy to have access to soap and water. All locations have accessible bathrooms. We also have fliers posted around the buildings with helpful hints. Please be cognizant of handshakes, hugs and other such contact.

You will notice other precautions that we are taking at the Agency to prevent any illness, including COVID-19. These are precautions only. We want to prevent illness before it occurs and in all situations. You are free to contact me or the nursing team at any time. I can be reached at (216) 791-8363, ext. 1227 or via email at ([blucas@ucpcleveland.org](mailto:blucas@ucpcleveland.org)).

We appreciate your continued cooperation.

Beth

Beth A. Lucas  
Chief Operations Officer  
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