



Dear Clients and Caregivers:

At this time when the news is dominated by Coronavirus (COVID-19), we wanted to personally reach out and let you know that RFS, Inc. is vigilantly implementing enhanced protocols to protect the health and safety of our clients.

We are closely monitoring the guidance of the NC Department of Health and Human Services, Wake County Health Department and the Centers for Disease Control regarding the spread of the virus in our service area. Our focus is to ensure we meet customer needs while doing our part to keep you, your loved ones, our employees and our community safe.

Our agency provides services to older adults and adults with disabilities in their homes, in community settings, in Senior Centers and Adult Day Service Centers. Our employees travel across the county to serve clients in these various locations. Some of the services we provide would be considered "non-essential." Other services, such as home care, adult day care, and case management are very critical to the daily well-being of those we serve and their families.

Here's what we are doing:

- We are listening to public health professionals and making decisions based on factual, up-to-date information
- We are limiting non-client access to our service locations to essential staff & volunteers.
- We are requiring clients, staff and essential volunteers to STAY HOME if they are feeling unwell.
- We are screening those in attendance for signs of illness, and will send clients and staff home that exhibit signs of illness
- We are accelerating our disinfecting protocols in our service settings
- We are limiting or canceling large group or special event gatherings that would cause unnecessary exposure to our clients, staff and others
- We are evaluating the type of services we provide and may make decisions to focus on urgent needs of older adults to the exclusion of some non-essential needs
- We are thinking about ways that we can use our workforce, funding and expertise to serve other organizations & individuals who may be impacted

What you can do to help:

- STAY AT HOME if you have signs of sickness
- Practice good handwashing and sneeze/cough hygiene
- Make sure you are getting reliable and factual information from sources like the CDC and NC Department of Health and Human Services
- Join us in making sure older adults and adults with disabilities have their needs met in ways that may look different than "business as usual!"

We will continue to communicate our decisions and impacts with you. Be well!

Kristen Brannock

Resources For Seniors

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