

March 18, 2020

To: All Betty Hardwick Center Clients and Families
From: Jenny Goode, CEO

Subject: BHC Operations and COVID-19



Early Childhood Intervention
765 Orange Street
Abilene, TX 79601
ph. 325.627.0908
fax 325.670.4831
www.bettyhardwick.org/services/eci

Beginning this week, all Betty Hardwick Center locations have modified operations to better respond to the COVID-19 virus. In consideration for the health of our clients, staff and their families, and our community, we have implemented the following steps for all programs serving Mental Health, Intellectual and Developmental Disability, Early Childhood Intervention, and Military Veteran Clients –

- Guests to our buildings will be asked to participate in a brief health screening. If you have a fever or respiratory illness (fever, cough or shortness of breath), call your doctor's office or Abilene Taylor-County Public Health District for further direction. Please do not come to our building for service, rather contact us by phone for assistance.
- Please bring no more than one visitor with you when visiting our buildings. Essential visitors include one designated caregiver acting on the patient's behalf, such as a parent of a minor or a legally authorized representative or other patient family members.
- Many of our staff are working remotely, so they are not all in the building. We suggest using the phone to connect with staff as much as possible.
- We will be delivering many services by phone or video – we can do medication refills, case management, counseling, skills training, and many other services using these methods.
- Based on CDC guidance and in an effort to support social distancing to decrease the likelihood of COVID-19 transmission, Betty Hardwick Center is canceling several classes and community events. Check our website or with staff directly for more information.

We are deeply committed to ensuring you have access to the support and services that you need. If you have direct extensions to the staff who support you, you can call those numbers. Staff are checking voice mail regularly.

We anticipate these restrictions will be in place for up to the next 30 days. We will adjust this as the situation warrants. Please follow our Facebook page for information, and visit our website, <https://bettyhardwick.org/> for updates.