

## A Message from Paul Hackman, CEO Pavillon

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We at Pavillon are very sensitive to the challenges encountered by the community and the addiction treatment field as we face the emergence of the Coronavirus. The safety of patients, families, and staff, while treating the disease of addiction, is our primary goal. We will utilize the information and recommendations of the CDC, Center for Disease Control, and the North Carolina Department of Health and Human Services in developing the guidelines for our campuses.

At our residential program, outside activities will be significantly limited, screening protocols and medical clearance will be required for all admissions, and staff will be required to follow precautions when coming to work. Our goal is to create a self contained, medically safe environment for the treatment of our patients with addiction. Our two outpatient programs will follow precaution guidelines for treatment in outpatient services.

Please join us in taking the appropriate necessary steps in safeguarding patients, families and staff during this time.

# Pavillon

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## Important Notice About Coronavirus (COVID-19)

Pavillon is committed to our patient's health as well as the health of their families.

At all times, we prioritize optimal health, safety and infection control, and during this outbreak we are continuing to do so with special vigilance and focus. We are closely monitoring the evolving situation, carefully following the guidelines of the Centers for Disease Control and Prevention (CDC) and taking specific measures to protect our patients, their families and our employees.

As things change, we will adjust our policies and practices to respond appropriately to new developments. At the same time, we intend to keep you informed about best infection-control practices and what you need to know to keep yourself and your loved one safe.

### How can you limit your exposure to the virus?

The best way to prevent coronavirus disease 2019 (COVID-19) is to avoid being exposed to the virus, which is at this time thought spread mainly person-to-person. How do you do that?

- Wash your hands with soap and water – frequently and for at least 20 seconds each time
- If soap and water or not available, use hand sanitizer *that contains at least 60% alcohol*
- Avoid touching your face
- Maintain “social distancing” between others (about six feet apart)
- Avoid contact with people who are sick
- Cover your mouth and nose if you cough or sneeze (and immediately wash or sanitize your hands)

### What should you do if you're sick?

- Stay home except to get medical care – avoid public areas, transportation, events, etc.
- If you're around or caring for others, wear a facemask (M95)
- Cover coughs and sneezes, wash/sanitize hands and clean and disinfect all high-touch surfaces daily
- Monitor symptoms – seek prompt medical care if symptoms worsen
- Call your doctor before seeking care, including for appointments scheduled for other reasons
- Call 911 if you have a medical emergency

Rest assured that we at Pavillon are taking this outbreak seriously. We will continue evaluating developments and taking appropriate actions to reduce exposure and keep you up-to-date.