

Dear Clients,

I am writing to you all to discuss the outbreak of the novel coronavirus (COVID-19) that is continuing to spread in the United States. As the situation continues to develop, it is crucial to be aware of the virus and to be prepared to keep yourself healthy. COVID-19 is a new strain of the coronavirus, a family of viruses that is responsible for many common colds, as well as viral types of pneumonia.

According to the World Health Organization (WHO) and the Centers for Disease Control (CDC), the vast majority (80%) of COVID-19 cases are mild. Current numbers show that about 3-4% of people die from COVID-19 (compared to 0.1% of flu deaths). Since COVID-19 is a new disease, it has taken time to develop testing, as well as to develop effective treatments, which would also decrease the number of deaths. Like the flu, the people who die or develop serious cases tend to be elderly, have a compromised immune system, or some other respiratory or medical problem.

The WHO and CDC report that the primary symptoms are fever and a dry cough. The differences are that, with COVID-19, these symptoms will continue to worsen, and shortness of breath will start to appear. It is very important that anyone with these symptoms should stay at home and contact their doctor for further guidance.

So, what can you do to keep yourself safe from COVID-19? The CDC recommends the following:

1. Wash your hands frequently using soap and water for at least 20 seconds. You can also use an alcohol-based hand sanitizer when soap and water are not present.
2. Maintain a distance of three feet from people who are coughing or sneezing.
3. Avoid touching your face or mouth with unwashed hands.
4. Cover your mouth and nose with the crook of your arm when coughing or sneezing.
5. Keep up to date on the news (resources below)

As it now stands, it looks like COVID-19 will continue to spread and has the potential to cause significant disruption to our day-to-day lives. One of our most important jobs at the clinic is to be a consistent place of safety and support for our clients. We are keeping as up to date as possible regarding insurance companies' telehealth policies and have updated our practice to accommodate telemedicine appointments as our primary means of service delivery during the pandemic. When it is again safe for our visitors, providers, and staff, we will reopen our office for regular in-person appointments.

Going forward, please practice regular handwashing and cover your mouth when coughing during sessions. Do not come to the office if you are sick or have any of the symptoms

described here. We will be regularly disinfecting surfaces to help prevent the spread of any illness

For now, we'll keep calm and carry on to the best of our abilities.

Best Regards,  
Lewis Frazer, Owner  
The Goodman Center

Resources:

- Centers for Disease Control: <https://www.cdc.gov/coronavirus/2019-ncov/>
- World Health Organization: [www.who.int/emergencies/diseases/novel-coronavirus-2019/](http://www.who.int/emergencies/diseases/novel-coronavirus-2019/)
- Tennessee Dept of Health: <https://www.tn.gov/health/cedep/ncov.html>
- Check reputable news sites: The New York Times, CNN, NBC, FOX, etc. Double-check anything that you see on social media – there are a lot of myths floating around.