



# Alianza FAMILY SERVICES™

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Date: May 29, 2020	From: Daniel DePaula, Program Director
To: AFS Employees, Caregivers and Guardians	Re: COVID-19 (Coronavirus)

We are waiting for the NM Department of Health to provide guidance on re-establishing Waiver rules and expectations. Until we receive that formal notification, many things will remain the same:

1. Our office phone will be answered from 9 am – 5 pm Monday through Thursday. Service Coordinators and Nurses are available 24/7 for emergencies.
2. Home visits and team meetings will continue to be done via telephone or video conferencing.
3. We ask that paperwork continue to be dropped off in the secure box out front no later than June 3rd.
4. No face-to-face trainings. In order to stay current with training requirements, many courses are offered through video conferencing/streaming. Our trainer will be contacting providers to schedule these trainings.

What will be ***different for June?***

1. Alianza's office will be open from 10 am – 4 pm Monday through Thursday.
2. Please call prior to entering our office. We cannot have more than 4 individuals in the office at one time.
3. Once you enter the office you will take your temperature and sign in at the front. If you do not feel well or have traveled outside of the metro area, please do not come into the office.
4. Everyone must have a face covering on. We have gloves and masks available.
5. Service Coordinators will drop off (no contact) July-Sept paperwork for Family Living Providers.
6. We now offer online documentation of progress notes and data sheets. Please contact your Service Coordinator to learn more.

To protect our office staff, caregivers, supported individuals and the public from COVID-19, it is important for everyone to follow the Governor's current Public Health Order:

1. Continued social distancing and self- isolation measures as much as possible.
2. Wash hands often with soap and water for at least 20 seconds.
3. Avoid touching eyes, nose, face or mouth with unwashed hands.
4. Avoid close contact with people who are sick.
5. Stay home and self-isolate if you feel sick.
6. Cover mouth and nose with tissue when coughing or sneezing. Throw the tissue away.
7. Clean "high-touch" surfaces daily with regular household cleaners.
8. Avoid sharing personal items.
9. Avoid large public gatherings.
10. Wear face covering in public.

Please contact your Service Coordinator with any questions.