

# TAYLOR COUNTY HUMAN SERVICES DEPARTMENT

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Dear Taylor County Human Services Department Service Provider/Stakeholder:

As you all know and have likely experienced yourselves, the COVID pandemic has caused many changes in how businesses/agencies conduct their business. As we informed you and your staff in early March when this pandemic was declared, we remained open for business but changed almost all of our face to face meetings with you or your staff to either video or telephone. We did this due to the Governor's Safer at Home order and to ensure both your and our safety from this very contagious and dangerous virus. Now that the order is no longer in effect and people are no longer staying home, we want to continue to offer safe services to our clients, whether that means they will continue with virtual/telephonic contacts/services or their needs can only be met with in person contact with you or your staff.

We want you to know that your staff's health and wellbeing is very important to assure our consumers' needs are met. Also know that our consumer's health and wellbeing will remain our top priority. With that being said, we will do our best to keep our building disinfected and set up for social distancing for meetings here. Even with this, when at all possible, we will continue to conduct meetings and agency business via phone or video meetings. If your staff are willing and able to conduct face to face services with our clients, we ask that you provide us with your COVID procedures to assure everyone's safety.

We also want you to know that if you come to this agency for scheduled meetings, we will ask you the COVID screening questions found below and will ask to take your temperature with a touchless infrared thermometer. We will also ask that you call the staff you are meeting with when you arrive, that you arrive on time, and that when you enter the building, you will be asked to wash your hands. We will also ask that you wear a mask for the duration of the time you are here.

COVID Questions;

- a) Do you or any member of your family or anyone living in your home with you have a lower respiratory illness (e.g. cough, shortness of breath, fever, loss of taste or smell, muscle aches, sore throat, stomach upset or fever)?
- b) Have you or any member of your family or anyone living in your home come into close contact with a person diagnosed or under investigation for COVID-19 within the past 2 weeks?( Close contact means being within approximately 6 feet for more than 10 minutes; or having direct contact with infectious secretions – e.g. being coughed on – while not wearing a gown, gloves or eye protection).

If your staff answer yes to either of these questions, we will ask them to leave our agency and contact us through the phone or other technology.

Thank you for your patience and understanding as we do our best, along with you, to meet both your and our consumer's needs in this very difficult time.

We will also let you know of any changes regarding these new processes.

Sincerely,

*Liza Daleiden*

Liza Daleiden

Director, Taylor County Human Services Dept.

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