

TAYLOR COUNTY HUMAN SERVICES DEPARTMENT

540 East College Street Medford, WI 54451-2027
Phone (715) 748-3332 Fax (715) 748-3342 Email tchsd@co.taylor.wi.us

June 17, 2020

Dear Consumer/client of Taylor County Human Services Department;

As you all know, the COVID pandemic has caused many changes in how businesses/agencies conduct their business. As we informed you in early March, when this pandemic was declared, we remained open for business but changed most of our in-person contacts with you 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 Now that the order is no longer in effect and some people are no longer staying home, we want to continue to offer you safe services, whether that means you continue with virtual/telephonic contacts/services or need to meet with us in person.

If you continue with video/telephonic services, you will not see any changes with your services. If you need in person services, we will have new safety procedures in place. We ask that you only come to this agency when you have made an appointment. We will ask you the COVID screening questions when scheduling and again when you arrive for your appointment. We ask you to arrive on time and to call your worker when you arrive, to arrange when they will meet you in the lobby. We ask that you do not bring anyone else with you unless you have discussed this with your worker prior to your appointment. You will be asked to wash your hands and have your temperature taken with a no touch infrared thermometer. (If you have a fever, we will ask that you leave and seek medical advice.) We ask that you wear a mask and if you do not have a mask, we will provide you one.

You will come into our agency for your services and will remain here no longer than necessary. Our agency is disinfected often, our meeting spaces are set up for social distancing, staff will wear masks and sneeze guards and/or face shields will be used. We will social distance when walking you in and out of the agency. Regretfully we will not shake your hand in greeting or when saying goodbye.

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 over 100.4, loss of taste or smell, muscle aches, sore throat, stomach upset)?
- 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 you answer yes to either of these questions, we will ask you to leave our agency and seek medical advice. We will have you contact us via telephone or video to address your service needs, until you can answer no to both questions.

Thank you for your patience and understanding as we do our best to meet your needs while keeping everyone as safe as possible given this 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.

liza.daleiden@co.taylor.wi.us

cc; file