

Date: March 16, 2020

***Important Information About COVID-19 (Coronavirus) and Using Our Services  
During the COVID-19 Pandemic.***

**We are here to help in any way we can.**

- We recognize that many York County residents will face difficult challenges during the COVID-19 (coronavirus) pandemic. We are here to help you in any way we can. Please visit our website at [www.yccac.org](http://www.yccac.org) or call us 324-5762 or 800-965-5762.

**We are now providing service by phone instead of in person whenever possible.**

- In order to help prevent the spread of COVID-19 in Maine, we are providing phone service whenever possible. This also protects your health, as well as the health of our staff.
- If you have an appointment to receive services and would like to get help by phone instead, please call the staff person you are working with. If you do not have a number, please visit our website at [www.yccac.org](http://www.yccac.org) or call 324-5762 or 800-965-5762.
- Phone service is particularly important for those who are at a higher risk of serious illness from COVID-19, which includes older adults and people with serious chronic medical conditions such as heart disease, diabetes and lung disease. (For more information about this, please see below.)

**What to do if you believe you need to use our services in person.**

- There might be limited times when our services cannot be provided by phone. If you would like to use our services in person (including dropping off documents or using public services like Transportation), please first do the following things:
  1. See if you or anyone in your home meets any of the following conditions:
    - ☐ Show symptoms of COVID-19, or
    - ☐ Has been in close contact with a person with confirmed COVID-19, or
    - ☐ Traveled to a country that has a CDC Level 3 Travel Health Notice, or
    - ☐ Been in contact with anyone who has traveled to a country that has a Level 3 Notice.
  2. If you checked 'yes' to any of these questions, please do two things.
    - ☐ First, call your medical provider immediately. You should call before you visit a medical provider so you can get the care you need while also limiting the spread of possible infection. (If you are an existing patient of Nasson Health Care, or if you do not have an existing medical provider and would like to inquire about service by Nasson, please call 490-6900 or visit [www.nassonhealthcare.org](http://www.nassonhealthcare.org))

- Second, based on Centers for Disease Control (CDC) guidance, we will not be able to serve you in person. Please call the staff person you are working with so we can discuss how we might be able to help you over the phone. If you do not have a number, please visit our website at [www.yccac.org](http://www.yccac.org) or call 324-5762 or 800-965-5762.
- 3. If you checked 'no' to all of these questions, before coming to any of our offices please call the staff person you are working with to receive guidance on how to access our services in person. For those using services at Nason Health Care, you do not need to call first.
- The most common symptoms of COVID-19 are: cough, fever, or shortness of breath. Most people experience mild symptoms, but others, particularly older adults or people with underlying medical conditions, may experience more severe respiratory illness. Emergency symptoms are difficulty breathing or shortness of breath, persistent pain in the chest, new confusion or inability to arouse, bluish lips or face (this list is not all inclusive). For more information, visit the CDC website at <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

**How you can keep yourself, your family and the larger community safe and well during this outbreak.**

- Wash your hands often with soap and water for at least 20 seconds;
- Avoid touching your eyes, nose and mouth, especially when out in public;
- Avoid contact with people who are sick and stay home if you are sick;
- Cover your cough or sneeze with a tissue, then throw the tissue away;
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- The Centers for Disease Control and Prevention does not recommend the general public wear a mask to prevent COVID-19.

**Should you avoid large gatherings or change your travel plans?**

- In an effort to slow the spread of the coronavirus pandemic, the Centers for Disease Control and Prevention is now advising against gatherings of 50 people or more for the next eight weeks.
- Older adults and people with serious chronic medical conditions such as heart disease, diabetes and lung disease are at a higher risk of serious illness from COVID-19.
- If you are in this high-risk group, the federal Centers for Disease Control is now recommending that you avoid crowds and reconsider travel. Please see the Center for Disease Control's website for more information on what you can do to prepare.  
<https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/high-risk-complications.html>

**For more about COVID-19, visit reliable sources such as the Maine or US Center for Disease Control websites.**

- Maine CDC: [www.maine.gov/dhhs/mecdc/](http://www.maine.gov/dhhs/mecdc/)
- US CDC [www.cdc.gov/](http://www.cdc.gov/)