March 13, 2020

As the coronavirus (COVID-19) evolves, we are taking extra precautions to care for our GRASP CENTER family – our Staff, Clients and you. We are actively monitoring COVID-19 by staying close to the official guidance provided by the Centers for Disease Control (CDC) and the World Health Organization (WHO).

We’re thinking of every touch point that our clients may encounter while enjoying their experiences and services and are taking the following pre-cautionary measures.

At the GRASP COMMUNITY & SOCIAL SERVICE CENTER

- Implemented enhanced cleaning and disinfecting procedures for high-trafficked areas, surfaces and equipment, such as tables, table top devices, utensils and more.
- A 3-step cleaning method is used throughout the day to disinfect and clean tables, chairs, and other items that may be touched during the day.
- Working with our partners to ensure we are using the most effective disinfectant against COVID-19
- Staff members are following rigorous handwashing procedures throughout their shifts and interactions
- Thoughtful consideration about what our Clients interact with each day.

MEALS FOR MOW Programs:

- For all To-Go service we’re ensuring your food is prepared and packaged with your safety top of mind.
- When packaging any Meals on Wheels luncheons, the kitchen staff are following rigorous handwashing procedures. For additional information about Meals on Wheels, please contact their office representatives.

TRANSPORTATION Programs.

- Drivers will be sanitizing and cleaning the buses frequently during the business day and at the close of business. If you are feeling ill, feverish, or demonstrating any of the Coronavirus symptoms, please consider using another form of transportation to help avoid transmission to other passengers.

ADDITIONAL GUIDANCE

- Be prepared. Know the symptom of novel coronavirus infection: Fever (100.4F or more), and a dry cough: not a runny nose, typically. Over time, shortness of breath. Only people who are seriously ill are candidates for testing at this time. (although this could change).
• Employees who are sick are encouraged to stay home. Clients who are ill or demonstrating any of the systems should stay home and contact their personal physician. Use telemedicine urgent care if available.
• Try to avoid close personal contact among members. We are addressing modified hours and group activities at this time and will keep you posted of changes. We will be serving meals on paper plates and cups and will limit food servers to distribute meals.
• Please wash your hands frequently and use sanitation lotions often. Avoid touching your face, eyes, mouth as much as possible, and cover your cough with your arm or a tissue, and disinfect surfaces regularly. Avoid large public crowded events if you are in an at-risk population or with suppressed immune systems.

OUR PROMISE

We will continue to notify our community immediately should any of our employees or clients contract the virus or come into direct contact with a confirmed positive individual. As you know, many of our local health authorities are taking steps to prevent the introduction and spread of COVID-19 in our communities. Each of you can help by sharing the information below:

FIGHT MISINFORMATION

Understand that people released from quarantine or isolation do not pose a risk of infection to other people. GRASP will continue to provide ongoing updates. GRASP is providing COVID-19 resources and proper hygiene information based on the Center for Disease Control (CDC) guidelines.

We will continue to closely monitor this evolving situation, stay in close contact with health organizations and keep you updated on steps we’re taking to care for our GRASP family.

For additional information, please contact the San Antonio Metropolitan Health District offices or your physician.

We look forward to serving you.

Jay Higginson