

Update on COVID-19 for the Club Nova Community

Saturday, March 14, 2020

Club Nova Member Support, Risk Mitigation, and Business Continuity Plan

Dear Club Nova Community:

Please share this message with members, staff, and all those in our expansive Club Nova family.

The health and well-being of Club Nova members and staff are our foremost concerns and responsibility. Here is what we're doing. First, Club Nova is monitoring closely the status of the COVID-19 outbreak. Second, we have implemented our **Member Support, Risk Mitigation and Business Continuation Plan**.

Club Nova is open, and our goal is to keep Club Nova open and available to anyone who is not sick and who does not pose an exposure risk to others. We are routinely monitoring changing conditions so that if the risk of Club Nova remaining open exceeds the benefits of remaining open, we will close temporarily. If it should become necessary for Club Nova to temporarily close, we have a plan in place to ensure that members will receive ongoing support.

Jessica Fintak is our Emergency Response Leadership Coordinator, and is working with our Executive Director, Karen Kincaid Dunn.

Club Nova Members in High Risk Category

Many of our members experience chronic conditions such as respiratory disease, diabetes, heart disease, and autoimmune diseases. These conditions place members in the high risk category for COVID-19 infection, with a greater risk of more severe symptoms and complications from COVID-19 infection. Active smokers are also at higher risk of developing more severe illness and complications. Overall, the coronavirus pandemic has increased daily stress. As a result, we continue to focus on the importance of taking care of ourselves.

We encourage everyone to:

- Get outside and in the fresh air and sunlight;
- Do at least some physical activity if able;
- Eat nutritious meals;
- Get enough rest and sleep.
- Stay socially connected even if it is through phone or using other technology.

MINIMIZING RISKS FOR CLUB NOVA COMMUNITY

Club Nova Restricted to Members and Staff Only

As of Friday morning, March 13th and until further notice, Club Nova has restricted access to Club Nova to members and staff only. Volunteers, students, visitors, and guests will be notified when we return to normal operations.

For essential deliveries, please knock on the front door.

As of Friday morning, March 13, we closed the Club Nova Thrift Shop to customers, and we are not accepting donations. We will post notification when we return to normal operation.

Club Nova is limiting our Evening / Weekend Program to in-house activities. During pleasant weather, we are encouraging members to spend time outdoors. If we can visit an outdoor park or trails where we can maintain social distancing, that may be an option.

We request that anyone who is sick stay at home. Club Nova is providing outreach to members. We will provide meals if needed.

Screening

Club Nova is taking temporal temperature readings of all members and all staff upon arrival at Club Nova. Additionally, we are inquiring daily about symptoms such as fever, shortness of breath, and cough, especially a dry cough.

Medicine

We are checking in with members to ensure that members have a month of medication available.

Medicaid recipients in North Carolina can now receive up to a 90 day supply of many prescriptions. However, currently, the 90 day supply does not apply to medications that require blood tests, such as clozapine and lithium.

Food

Club Nova continues to serve meals. If a member is unable to come in due to illness, we will deliver meals. Please call 919-968-6682 and let the receptionist know that you need a meal.

Interfaith Council (IFC) on Rosemary Street in Chapel Hill is offering lunch and dinner each day.

Communication

- **Outreach**

Club Nova is conducting outreach to members and will continue to do so.

- **Text Notifications**

We have a text notification system in place for members and staff. We are updating this list. **For members who are not on our text notification list, please contact Jessica Fintak or Nicole Semoni at 919-968-6682 to add your name and number to this notification list.**

- **Contact Information for Members and Staff**

We are updating our contact information with phone numbers, emails, and addresses for all members and staff. If you think we do not have your current contact information, please contact Dante Johnson and Chris Shore in the Program Unit.

- **Website – clubnova.org**

Please check our website for updates and information.

Supplies

We are keeping tabs on our supplies. Currently, we have sufficient supplies for cleaning and sanitation.

Reducing Risk of Exposure or Transmission and Other Infection

Control Measures

- We are taking temporal temperature readings for all members and staff upon entry to Club Nova. Additionally, we are inquiring about symptoms such as cough and shortness of breath.
- Cover your nose and mouth with a tissue, cloth or sleeve when sneezing or coughing — do not use your hands.
- Wash your hands often with soap and water for at least 20 seconds on all sides, or use an alcohol-based (minimum 70% alcohol) hand sanitizer.
- Do not touch your face or mouth with unwashed hands
- Do not share food, drink or eating utensils with others, if avoidable.
- Regularly clean and disinfect frequently touched items and surfaces, such as phones, computers, bathrooms, and doorknobs.
- If you are a smoker, stop using or limit cigarettes and vaping.
- Stay home if you do not feel well, especially if you have a fever (>100.4F) or active cough, and seek medical care early.
- We have established and implemented cleaning/disinfecting guidelines for Club Nova following recommendations from the websites we are consulting. (See websites at the end of this document)
- Club Nova has distributed our Infection Control Policy. All staff have received and reviewed.

Vehicle Infection Control

We are cleaning our vehicles before each use.

What To Do If You Get Sick (CDC Guidance)

If you get sick with fever (100.4°F/38°C or higher), cough, or have trouble breathing:

- Seek medical care. Call ahead before you go to a doctor's office or emergency room.
- Tell your doctor about your recent travel and your symptoms.

Please stay home, especially if you have a fever (>100.4F) and/or active cough, and seek medical care early. Members should contact their primary care doctor or visit an urgent care clinic for evaluation.

Watch for symptoms (CDC Guidance)

The following symptoms may appear **2-14 days after exposure.***

- Fever
- Cough

If you develop emergency warning signs for COVID-19 get medical attention immediately. Emergency warning signs include*:

- Difficulty breathing or shortness of breath
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

*This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.

If members are at home sick, please call Club Nova at 919-968-6682 during regular operating hours to let us know. This information will enable us to keep track and report, when necessary, the incidence of illness within our community.

Club Nova will reach out to ensure you are resting, recovering, and have support for your basic needs

Business Continuity

Club Nova continues to take measures to ensure business continuity. We know we will incur losses during the COVID 19 pandemic. Our Medicaid and State revenues will decline.

Requested information for financial resources available from:

- Representatives Insko and Meyer, Senator Foushee
- NC DHHS

- Orange County – Chair and Vice Chair
- Town of Chapel Hill - Mayor
- Town of Carrboro - Mayor
- Congressman Price’s Office

IF YOU ARE IN A POSITION TO MAKE A FINANCIAL CONTRIBUTION TO CLUB NOVA TO HELP US OFFSET OUR LOSSES AND CONTINUE TO SUPPORT MEMBERS, YOUR DONATIONS ARE APPRECIATED GREATLY.

Club Nova Staff and Members Attendance

- Staff and members need to stay home when they are sick.
- Club Nova offers sick leave, annual leave, and personal time for full-time employees.

Cross Training

Staff are cross training in essential business functions.

Remote Computer Access for Staff to Work Off-Site

We have met with NOAH IT, our IT company. On Monday, NOAH IT will be meeting with staff to walk through setting up remote access. Remote access will be used for work purposes should anyone need to self-quarantine / socially isolate / or we need to not be at Club Nova. Should it become necessary to close, staff will have access to necessary information to mobilize supports necessary for members.

We will be using Zoom as needed for meetings and communication.

Staff are preparing to be able to work off-site.

Please take care of yourselves and each other. We will do our best to keep you updated. If you do not see updates on our website, please know that we are likely at work ensuring members, as well as staff, are getting support and necessary resources.

We extend our deep gratitude to our members, staff, board, and others who are supporting Club Nova during this challenging time.

With Kindest Regards,

Gretchen Reuter Davis
President, Club Nova Community, Inc.

Karen Kincaid Dunn
Executive Director

Jessica Fintak
Club Nova Program Staff
Emergency Response Coordinator

Eric Sullivan
Membership Unit

We are monitoring the following **websites to remain up to date on changing circumstances:**

- NC Department of Health and Human Services (NC DHHS)
<https://www.ncdhhs.gov/divisions/public-health/coronavirus-disease-2019-covid-19-response-north-carolina>
- NC DHHS: Recommendations for All North Carolinians
<https://www.ncdhhs.gov/news/press-releases/covid-19-mitigation-measures-march-12-2020>
- Orange County Public Health Department
<https://www.orangecountync.gov/2332/Coronavirus-COVID-19>
- World Health Organization
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>
- CDC
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

CDC: What You Should Do If You Are At High Risk
<https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/high-risk-complications.html>