



Dear Friends of New Horizons,

In the times of uncertainty surrounding COVID-19, the safety of our consumers and staff is our top priority.

As a community mental health center operating in Boone and Cole counties, we are actively monitoring the Coronavirus (COVID-19) and taking measures on a daily basis to ensure that we meet the latest guidelines on social distancing, sanitation, and other practices recommended by the Centers for Disease Control and Prevention (CDC), the Missouri Department of Mental Health and the Department of Health and Human Services.

#### **COMMITMENT TO OUR CONSUMERS**

Many of the people receiving services at New Horizons are at high-risk for having serious symptoms should they contract the virus. We are working hard to ensure their safety in all our facilities. To that end, we have implemented social distancing in all visits possible and are evaluating when services can be provided over the phone rather than face-to-face. Our consumers will continue to receive regular contact and we will monitor for symptoms of COVID-19 on an ongoing basis. We have posted signs at all facilities to restrict visitors. Our day programs are closed until further notice. These decisions have been difficult to consider – we know that isolation will be especially difficult for our consumers.

#### **COMMITMENT TO OUR STAFF**

Every day we provide our teams with the latest information available to help keep them safe and discuss any updates about COVID-19. We are providing CDC recommended cleaning supplies, gloves, and hand sanitizers needed by all team members as well as increasing the frequency of cleaning our public spaces. Additionally, all employees have been instructed to stay home if they are not feeling well.

At New Horizons, we treat staff and consumers like family. We will do everything in our power to keep them safe through these challenging times.

Best Wishes,

  
Chi Cheung  
CEO

  
Andrea Cheung  
COO