



March 30, 2020

Dear Gulf Coast Center Clients and Community:

As the novel coronavirus (COVID-19) continues to impact our community, we want to assure you of Gulf Coast Center's role and responsibility. Navigation during this time includes ensuring the health, safety and well-being of our clients, staff and community as well providing quality patient care.

As a state funded community center, with disaster response responsibility, we are committed to implementing protective strategies as we maintain essential services during this critical time. We will continue to make informed decisions under the guidance of the Center for Disease Control and Prevention, Texas Department of State and Health Services and our Mission and Values.

Self-care, as well as support of loved ones, is more than important during this time. It is key to follow the medical and public health guidance regarding precautions, social distancing, and making intentional plans to manage stress. It is normal to feel anxious or uncertain and worried. Some helpful steps to work on these feelings include:

- Take deep breaths.
- Exercise regularly.
- Eat healthy, well-balanced meals.
- Get enough rest and sleep.
- Practice relaxation techniques; try meditation, yoga, or Tai Chi.
- Take Breaks; try to return to activities that you enjoy while practicing social distancing.
- Maintain relationships - talk, text, use social media platforms or video chat.
- Share your feelings with a friend or family member.
- Avoid alcohol and other drugs.
- Stay Informed with news updates from reliable officials.
- Avoid excessive exposure to media coverage of the event.
- Seek help from a clergy member, counselor, or doctor.

WHAT IS GULF COAST CENTER DOING?

- Crisis Hotline services will continue to operate with no changes.
- All community crisis response is now provided by phone or audio/visual technology.
- Outreach Screening Assessment and Referrals substance use screenings are now conducted via phone or audio/visual technology.
- Mental Health Intake Screenings for youth and adults are now conducted via phone or audio/visual technology, no longer in-person.
- All routine visits for individuals receiving IDD services now occur by phone or audio/visual technology.
- All Behavioral Health clinical services are now conducted by phone or audio/visual technology with the exceptions of individuals requiring in-person services as determined by clinical need.
- All substance use and mental health individual counseling sessions are now conducted by phone or audio/visual technology.
- Recovery Individualized Out-Patient (IOP) groups and Outreach services will be conducted by phone or audio/visual technology. In-person groups will not be offered at this time.
- Social Security/Benefit Planning in-person appointments for clients served have been rescheduled for the next four weeks or will be completed by phone if applicable.

ADDITIONAL MEASURES

Gulf Coast Center has implemented additional social distancing, safety, and hygiene measures to slow the spread of the virus while supporting operational goals. These modifications align with recommendations from federal, state and local government officials and are consistent with actions of our local health districts.

WHAT CAN WE DO AS A COMMUNITY?

- Practice healthy hygiene.
- Practice social distancing; maintain at least 6 feet separation from others.
- Avoid group gatherings; limit social contact with people outside of your household.
- Avoid close contact with people who are sick.
- Cover coughs and sneezes with a tissue and then throw the tissue in the trash.
- Avoid touching your eyes, nose, and mouth.
- Clean and disinfect frequently touched objects and surfaces.
- Stay home when you are sick, seeking medical attention when necessary.
- Wash your hands often with soap and water for at least 20 seconds.
- If soap and water are not available, use alcohol-based hand sanitizer with at least 60 % alcohol.

Where Can You Seek Assistance Related to COVID-19?

Brazoria County Residents who have questions concerning COVID-19 can call the Brazoria County COVID-19 Information Medical Line at **979.864.2167** or Non-Medical Question Line at **979.864.1898** Monday – Friday 10:00AM - 6:00PM and Saturday 9:00AM-2:00PM.
<https://www.brazoriacountytexas.gov/departments/health-department>

Galveston County Residents who have questions concerning COVID-19 can call the Galveston County Health District call center at **409.938.7221**, option 1. Monday –Friday 8AM – 5PM and Saturday 9AM -1PM. www.gchd.org/

Gulf Coast Center Crisis Hotline – 866.729.3848 - website: www.gulfcoastcenter.org

Harris Center COVID-19 Hotline - It is natural to feel stress, anxiety, grief, and worry during and after infectious disease outbreaks. Everyone reacts differently, and your own feelings will change over time. Notice and accept how you feel. Taking care of your emotional health during an emergency will help your long-term healing. If you or someone you know is feeling stressed or overwhelmed, get support by accessing the **toll free COVID-19 Mental Health Support Line at 833.251.7544**.

SAMHSA Disaster Distress Helpline – toll-free, multilingual and confidential crisis support service providing immediate crisis counseling for people who are experiencing emotional distress related to COVID-19. **Call 800.985.5990, Text TalkWithUs to 66746, TTY call 800.846.8517**

Center for Disease Control (CDC) website: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Texas Department of State Health Services (DSHS) website: <https://www.dshs.state.tx.us/coronavirus/>

Thank you,



Melissa W. Tucker, LCSW
CEO
Gulf Coast Center

SYMPTOMS OF CORONAVIRUS DISEASE 2019

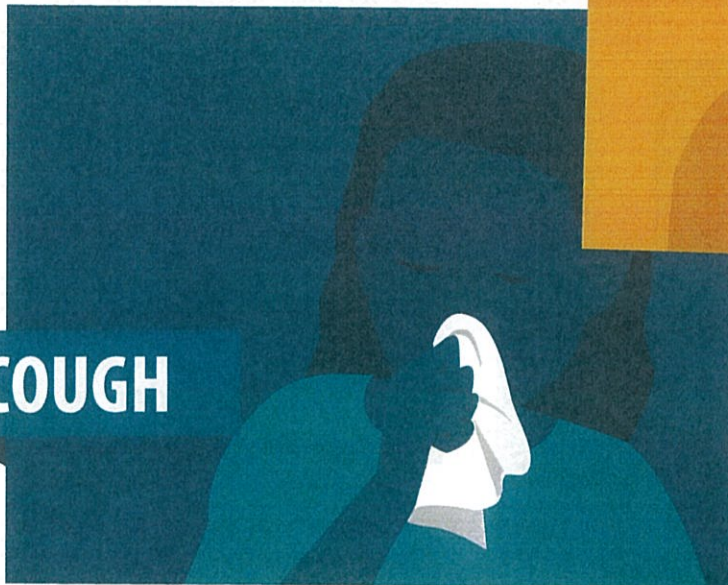
Patients with COVID-19 have experienced mild to severe respiratory illness.

Symptoms* can include

FEVER



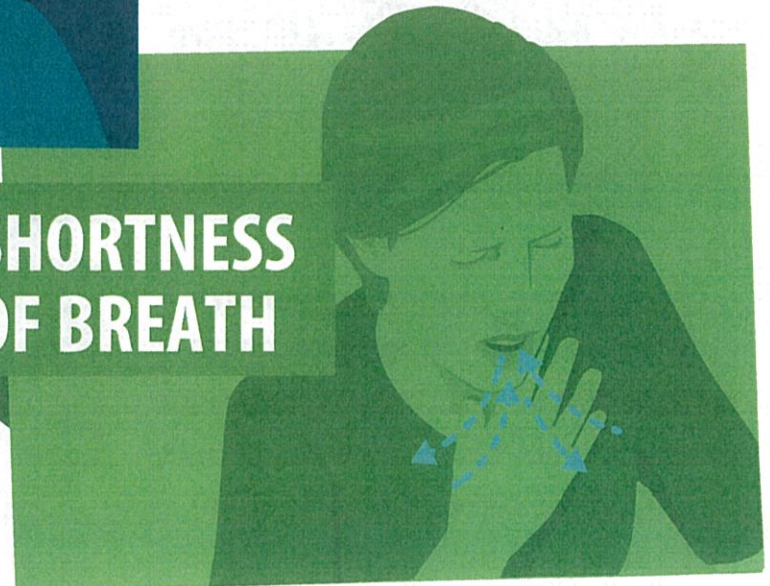
COUGH



*Symptoms may appear 2-14 days after exposure.

Seek medical advice if you develop symptoms, and have been in close contact with a person known to have COVID-19 or if you live in or have recently been in an area with ongoing spread of COVID-19.

SHORTNESS OF BREATH



cdc.gov/COVID19-symptoms

SÍNTOMAS DE LA ENFERMEDAD DEL CORONAVIRUS 2019

Los pacientes con COVID-19 han presentado enfermedad respiratoria de leve a grave.

Los síntomas* pueden incluir

FIEBRE



TOS



*Los síntomas pueden aparecer de 2 a 14 días después de la exposición.

Consulte a un médico si presenta síntomas y ha estado en contacto cercano con una persona que se sepa que tiene el COVID-19, o si usted vive o ha estado recientemente en un área en la que haya propagación en curso del COVID-19.

DIFICULTAD PARA RESPIRAR



cdc.gov/COVID19-es