



Tamara Green
Director

FREDERICK COUNTY DEPARTMENT OF SOCIAL SERVICES

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March 16, 2020

Dear DSS Customers and Partners,

We want to give you a brief update and make you aware that we are working with the County's Office of Emergency Management and the Frederick County Health District regarding concerns and plans for protecting our staff and the individuals we serve during the current COVID-19 pandemic. The health and welfare of our clients and staff is our top priority.

As of now, we are operating under normal business hours and hope to continue doing so. We may make some adjustments accordingly, as we receive guidance from the county's Office of Emergency Management and the Frederick County Health Department. We will make you aware of any substantial updates through email and posting on our Department of Social Services website: www.fcva.us/DSS.

The guidance that follows is based on information that is publicly available from the Centers for Disease Control: www.cdc.gov/coronavirus.

What Staff is Doing:

- Staying home from the office when not feeling well.
- Suspending non-essential work-related travel.
- Increasing sanitation of workstations and frequently touched surfaces.
- Washing their hands frequently and encouraging others to do the same.
- Encouraging telework as service and program needs allow.
- Encouraging teleconferencing or web-based meetings.
- Staying in close contact with Foster Parents and youth in Fostering Futures.

What We ask Customers and Partners to Do:

- Please do not come into the office if you are not feeling well.
- We will be asking screening questions when scheduling appointments and before meeting with individuals in our offices or in the community.
- If an office visit is necessary:
 - Please do not bring any other children or adults to the office if they are not feeling well.
 - If you or someone in your household is sick, please reschedule your appointment.
 - Please exercise social distancing and allow plenty of space between you and other customers when waiting in line.

- If a home visit is necessary:
 - If possible, we will call ahead.
 - Everyone will be asked some screening questions.
 - If we are able to make a visit, we will be asking you for a place where staff can wash their hands upon entering and leaving the home.
- Public Benefits: Online applications are accepted at <http://commonhelp.virginia.gov>. Applications may be dropped off in the lobby of Frederick County Social Services.
- Child/Adult Protective Services is operational. To report suspected incidents of abuse or neglect call 540-665-5688. Monday through Friday during business hours, or the state hotline at 800-552-7096 after hours and weekends.

We understand that these are challenging times, and we appreciate your cooperation and support. We cannot stress enough the importance of preventing the spread of germs and respiratory diseases by washing your hand often with soap and water; avoiding touching your eyes, nose and mouth; covering your mouth and nose when coughing and sneezing; avoiding contact with people who are sick; and staying home while sick, avoiding close contact with others.

We are in this together, and we appreciate your partnership.

Sincerely,

Tamara Green
Director
Frederick County Department of Social Services