

March 18, 2020



Dear Lane County Community,

I would like to acknowledge awareness of the increasing concerns regarding the spread of COVID-19 and assure you that Lane County Developmental Disabilities Services is being proactive in an effort to prevent the spread of the virus.

Following are modifications to services that we are implementing, and information to assist you in understanding what to expect from us for the foreseeable future.

### **SERVICES OFFERED BY APPOINTMENT ONLY**

The Lane County Developmental Disabilities Services office is closing to the public effective March 19, 2020. This closure includes restricting access to the lobby computers commonly used by Personal Support Workers to enter time sheets. All other services will be offered by appointment only. Appointments will not be accepted for use of our computers. This is in response to the recommendation to increase social distancing.

We will continue to answer questions by phone and email. We will continue to accept faxes and mail. In addition, we have added the ability to submit documents to us via an onsite mail slot available through the staff entrance located on the far right side of our office.

Phone number for main line: (541)682-3695

General office fax: (541)682-3879

Mailing Address: 125 East 8<sup>th</sup> Avenue, Eugene, OR 97401

### **FACILITY CLEANING**

Lane County Facilities is responsible for cleaning the building where our office is located. The facilities staff have increased the cleaning of the building, including a

minimum of twice daily cleaning of high touch areas such as entry ways, seating, and handrails. In addition, staff from this office have been proactively cleaning conference room chairs, door knobs, and tables between each use.

We are also encouraging all staff and visitors to our office to help prevent the spread of COVID-19 by practicing good hygiene and not touching ones face, washing hands, covering coughs, and staying home when sick.

### **DECREASED IN-PERSON CONTACT**

While we value the opportunity to connect in person and recognize the importance of in-person meetings, the current situation requires that we implement difficult changes to promote the health and safety of the people we serve, our employees, and the community. As a result, you can expect scheduled meetings to be held by phone or other secure methods of communication. For the few instances when a face to face contact is determined necessary, contacts will be brief and staff will follow the public health recommendations regarding distance between individuals.

### **ONGOING SERVICES**

While we plan to continue all services in accordance with state and federal requirements, I also want to acknowledge the reality that our staff could be affected by the virus as it spreads.

In an effort to promote the health of staff and the larger community, we have taken a unique step for Lane County and authorized a significant number of staff at Developmental Disabilities to work from home on a temporary basis. This will allow for social distancing in this office to promote the health of our employees. A healthy workforce will ensure there are people available to provide vital services to the community.

I appreciate your understanding and flexibility during these challenging times.

Respectfully,



Carla Tazumal  
Program Manager  
Lane County Developmental Disabilities Services