



Wesley Family Services (WFS) is here for you and continues to advance its mission of empowering children, adults, and families by providing transformational care, especially in these uncertain times.

During the COVID-19 pandemic Your OPTIONS Care Manager has maintained contact with you via telephone. Now, that Allegheny County has moved into the “green-phase”, Your OPTIONS services, in accordance with the Pennsylvania Department of Aging (PDA) directives, shall restart its regular operation tentatively in July 2020, including scheduling in-person home visits.

We are certain that you have questions about safety and how your OPTIONS Care Manager will work with you and continue to coordinate your services and supports, while assuring your safety and wellbeing. This is why the OPTIONS Care Management program has taken the following measures to assure your safety and wellbeing, as we resume our regular operations.

➤ **Scheduling Your Home-Visit: Starting Tentatively in July 2020**

Your OPTIONS Care Manager (OCM) will restart with scheduling in-person home visits:

- Your OCM will call you and explain how the visit will be conducted;
- During this phone-call, he/she will ask you questions about your health, your comfort level with the visit, and about any concerns/questions you might have, and;
- On the day of the visit he/she will call you to confirm the visit and of the time he/she will be arriving at your residence.

➤ **How Your OCM Assure Your Safety and Comfort**

All OCMs are instructed to:

- Follow CDC and DHS guidelines, including wear a facemask, gloves and other Personal Protective Equipment (PPE), as appropriate or needed;
- Keep/maintain appropriate Social Distancing and;
- Should you not have a facemask he/she can provide one for you.

➤ **What if You have Concerns or are Uncomfortable about Resuming Home-visit:**

Should you have concerns or might be uncomfortable about letting Your OCM in your residence, Your OCM might offer the following alternatives:

1. Feasibility to meet outside (e.g., your porch or other open spaces);
2. Explore and discuss with you, alternative ways to complete the scheduled visit, including video-call and/or by phone and/or;
3. Reschedule you home-visit for a later time, when might be more comfortable for you.



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Please Note: For Your OCM Safety: Should you report of not feeling well or symptoms of illness, Your OCM will cancel the visit and reschedule it at a time when these symptoms of illness are gone.

If there is a specific question or concern that you may have, please do not hesitate to contact us at **(412)-345-7425**.

Wesley Family Service and **OPTIONS Care Management** look forward to serving you as we continue to grow **stronger** and more **resilient together**.

Sincerely,

The OPTIONS Care Management Program of Wesley Family Services