



# MENTAL HEALTH ASSOCIATION IN ESSEX COUNTY, INC.

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KRISTEN TRUE  
*VICE-PRESIDENT*  
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*TREASURER*

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3/16/2020

Dear Consumer,

I am writing to you in regard to the recent events that are unfolding throughout the world and are now starting to affect Essex County, NY. Due to the COVID-19 Virus (novel coronavirus) outbreak and the increasing measures to prevent the further spread of the Virus to Essex County, NY, several steps have been taken:

- March 10, 2020 Essex County, NY issued a state of Emergency
- March 13, 2020 our President declared a National Emergency

**In a continued effort by local and state officials to prevent further spread of Covid-19, we were advised to temporarily stop face to face interactions.**

**Please be aware that as a preventative measure we are being recommended by the state to conduct daily business by phone starting, March 14, 2020.** This is proactive and meant for your safety. These preventative measures were recommended by the New York State Department of Health officials and will be enforced until we are told it is safe to resume in-person interactions. We do apologize for any inconvenience that this may pose and recommend that you reach out to MHA staff or your providers as needed for additional supports and guidance.

**As always, our Hopeline will remain open and available 24/7 during this time.**  
**Phone number: 1-800-440-8074 OR 518-962-2077**

With the state recommendation to limit community interaction, I do hope it is comforting to know that MHA Hopeline staff is here, day or night to provide listening support. **Please, do not hesitate to call.**

If you have further questions or concerns, please contact our staff at 518-962-2077 to help assist you.

**Please note: Included with this letter is an informational sheet that we recommend you complete and carry with you (in-case you need medical assistance in the future). Again, please contact your care coordinator; Hopeline staff or other providers if you need assistance completing this form.**

Thank you for your understanding,

The Mental Health Association in Essex County, Inc.  
(518)962-2077



## How to Protect Yourself

**Older adults and people who have severe underlying chronic medical conditions** like heart or lung disease or diabetes seem to be at higher risk for developing more serious complications from COVID-19 illness. Please consult with your health care provider about additional steps you may be able to take to protect yourself.

## Know How it Spreads



- There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19).
- **The best way to prevent illness is to avoid being exposed to this virus.**
- The virus is thought to spread mainly from person-to-person.
  - Between people who are in close contact with one another (within about 6 feet).
  - Through respiratory droplets produced when an infected person coughs or sneezes.

These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.

## Watch for symptoms

**Call your doctor:** If you think you have been exposed to COVID-19 and develop a fever and symptoms, such as cough or difficulty breathing, call your healthcare provider for medical advice.

Reported illnesses have ranged from mild symptoms to severe illness and death for confirmed coronavirus disease 2019 (COVID-19) cases.

**The following symptoms may appear 2-14 days after exposure.\***



If you develop **emergency warning signs** for COVID-19 **get medical attention immediately.**

Emergency warning signs include\*:

- **Difficulty breathing or shortness of breath**
- **Persistent pain or pressure in the chest**
- **New confusion or inability to arouse**
- **Bluish lips or face**

**\*This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.**

## Take steps to protect yourself



### Clean your hands often

- **Wash your hands** often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol**. Cover all surfaces of your hands and rub them together until they feel dry.
- **Avoid touching your eyes, nose, and mouth** with unwashed hands.



### Avoid close contact

- **Avoid close contact** with people who are sick
- Put **distance between yourself and other people** if COVID-19 is spreading in your community. This is especially important for people who are at higher risk of getting very sick.

## Take steps to protect others



### Stay home if you are sick

- **Stay home** if you are sick, except to get medical care. **Call your Doctor** .



### Cover coughs and sneezes

- **Cover your mouth and nose** with a tissue when you cough or sneeze or use the inside of your elbow.
- **Throw used tissues** in the trash.
- Immediately **wash your hands** with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.



### Wear a facemask if you are sick-Monitor Symptoms and Call your Doctor

- **If you are sick:** Call your Doctor. You should wear a facemask when you are around other people (e.g., sharing a room or vehicle) and before you enter a healthcare providers office. If you are not able to wear a facemask (for example, because it causes trouble breathing), then you should do your best

to cover your coughs and sneezes, and people who are caring for you should wear a facemask if they enter your room.

- **If you are NOT sick:** You do not need to wear a facemask unless you are caring for someone who is sick (and they are not able to wear a facemask).



### **Clean and disinfect**

- **Clean AND disinfect frequently touched surfaces daily.** This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- **If surfaces are dirty, clean them:** Use detergent or soap and water prior to disinfection.

### **Important Phone Numbers**

**Mental Health Association in Essex County: 518-962-2077 –Listening Supports 24/7**

**Essex County Mental Health Clinic: 518-873-3670 –Mental Health Crisis Line 24/7**

**Emergency Services: 911- Emergency Service Provider**

**Essex County Public Health: 518-873-3500 Medical Health Information/ Guidance**

**Department of Social Services: 518-873-3441 County and Emergency Services throughout Essex County**

**Novel Coronavirus (COVID-19) Hotline: 1-888-364-3065**

**You can also contact United Way by dialing 2-1-1 (OR 1-888-774-0289) to find Additional Health and Human Service Providers in your area**

**Additional websites for COVID-19 information; NY State and Essex County updates and resources:**

<http://www.co.essex.ny.us>

<https://www.health.ny.gov>

<http://www.nyconnects.ny.gov>

<http://www.cdc.gov>