



**STATE OF HAWAII**  
**DEPARTMENT OF HEALTH**  
**CHILD AND ADOLESCENT MENTAL HEALTH DIVISION**  
3627 KILAUEA AVENUE, ROOM 101  
HONOLULU, HAWAII 96816

In reply, please refer to:  
File:

March 13, 2020

Dear Providers,

The health and safety of you, our staff and clients are our utmost priority. Thus, the Behavioral Health Administration is closely monitoring the latest developments of COVID-19 and has begun to prepare for all possibilities.

**We all play a role in preparedness and to reduce the possibility of the spread of illness, the CAMHD is committing to and recommending the following (effective today):**

1. If families are scheduled to come in to your programs or if you as a provider are scheduled to visit a client's home, please contact the family to remind them of the meeting in advance and ask them to reschedule or arrange a telehealth visit if they are sick, have been exposed to someone with COVID-19, or have traveled to an area with sustained exposure in the past 2 weeks.
2. We will share the attached COVID-19 client memo with all clients and families.
3. Whenever possible and appropriate, meetings (e.g., treatment team meetings, community meetings, workgroups) will be conducted by phone or Zoom.
4. We will be authorizing and encouraging providers to use more telehealth for treatment services (provided that the family has the necessary technological resources to participate).
5. We will be posting the attached "COVID-19 Door Sign" to the exterior of our office doors. The sign politely asks that visitors/clients who are experiencing flu symptoms (fever, cough or shortness of breath), have been exposed to COVID-19, or who have traveled to a community with sustained exposure within the past 14 days to call the front desk. We will assist callers by transferring them to the relevant CAMHD staff member and rescheduling appointments as soon as possible. As providers you may want to do the same.
6. Practice everyday protections and encourage your staff and clients to do the same:
  - a. Wash your hands frequently (e.g., after using the bathroom, after coughing or sneezing, before preparing food) with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer
  - b. Avoid touching your eyes, nose, and mouth.
  - c. Avoid close contact with people who are sick.
  - d. If you are sick:
    - i. Stay home.

- ii. Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- iii. Clean and disinfect frequently touched objects and surfaces (e.g., door handles, lobby area, countertops, state cars after use) daily

**We also wanted to share a few other helpful resources:**

1. Department of Health's issues and advisories for COVID-19:  
<https://health.hawaii.gov/docd/advisories/novel-coronavirus-2019/>
2. Center for Disease Control's resource on managing mental health and coping during COVID-19: <https://www.cdc.gov/coronavirus/2019-ncov/about/coping.html>
3. Child Mind Institute's resource on talking to kids about COVID-19:  
<https://childmind.org/article/talking-to-kids-about-the-coronavirus/>

Information is rapidly evolving, and we remain committed to keeping you up to date on the situation and ensuring quality services for our youth and family clients. If you have questions, please do not hesitate to reach out to Provider Liaison, Carol Evans at [Carol.Evans@doh.hawaii.gov](mailto:Carol.Evans@doh.hawaii.gov) or 808-733-9857.

Thank you for all that you do for our local families!

Sincerely,

Edward Mersereau, LCSW, CSAC  
Deputy Director for Behavioral Health Administration  
State of Hawaii, Department of Health

Scott Shimabukuro, Ph.D., ABPP  
Acting Administrator, Child and Adolescent Mental Health Division  
State of Hawaii, Department of Health

Attachments: COVID-19 Client Memo, COVID-19 Door Sign