



COVID-19 (Coronavirus)

The recent information disseminated regarding COVID-19 (Coronavirus) is a top priority for New Choices Treatment Centers (NCTC). As further information has been provided by Texas Governor Greg Abbot New Choices Treatment Centers has identified the need to further implement restrictions and protocols to support the safety, health and well-being of all NCTC clients, family members, and staff. Quality care and preventative measures are of the utmost importance to NCTC during this time.

Clinic and Residential Housing Safety

NCTC staff are closely monitoring the health of each staff member and client. At this time, there are no reported cases of COVID-19 at any of our facilities and our medical staff remains in continuous communication with our team to address concerns quickly and swiftly. In order to remain proactive in ensuring the safety and health of all of our staff and clients, NCTC is implementing the following procedures effective immediately:

- Pre-admission Flu Symptom Screening
- Pre-admission Travel History Screening
- Safety and Sanitation Protocol Training and implementation
- Texas Department of Health Services Communication
- Identification of Bexar County community referrals for diagnosis and treatment of COVID-19
- Connecting all clients with their family members and loved ones through phone calls, Skype, and other various forms of electronic communication

In addition to these measures, NCTC is setting up hand sanitizer stations in each of our facilities, as well as conducting morning and evening temperature checks to ensure that staff and clients are not demonstrating signs or symptoms of fever.

24-Hour Care

At our residential treatment facility, our clients have access to a medical provider 24 hours a day, 365 days a year. Additionally, nursing staff is on-site and available 24/7. Various staff members conduct room checks, disinfect surfaces routinely, and observe client symptoms throughout the day to communicate any concerns to our Medical Director. Our medical team remains diligent in reviewing the guidelines set forth by the CDC to enhance medical practices and protocols. As a healthcare facility, NCTC stays up to date with weekly webinar updates and daily notifications from the Texas Department of Health Services.

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Programmatic Changes

NCTC will utilize the guidelines and information provided by the CDC and Governor Abbott's office to further create structure and implement protocols to support the health of our clients and staff members.

Due to Governor Abbott's commitment to ensure the safety, health, and well-being of all clients and staff, we have postponed the following NCTC events for the next 30 days:

- Off-Site Passes (sober living homes)
- In-House Visitation (residential treatment)
- Saturday Family Visitation
- Community-based recovery meetings (12-step, SMART Recovery, etc)
- Community-based sober outings

Further Communications

As further information is provided by the CDC and Governor Abbott, guidelines of the policies of New Choices Treatment Center may adjust. Our staff will remain available to answer your questions and coordinate next steps to support clients and staff members.

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