



JPS Health Network Community Outreach **A Year in Review (2020)**

Local health institutions like JPS Health Network have played critical roles in steering American cities through the COVID-19 crisis and leading the way through recovery. And through it all, JPS Outreach continued to move forward for our patients.

The past year has been a time of learning and change for JPS Community Outreach. We have experienced an unprecedented need for services and restructured our programs and services in response.

We had to reevaluate how we could organize community outreach, engagement, and education while not being physically present in the community and meeting face-to-face. With the help of JPS Community Health leaders, 2020 ended with change, growth, and success.



JPS Health Network Community Outreach

JPS Community Outreach strengthens and builds community linkages, both internally and externally, that improve the health and well-being of the residents of Tarrant County.

Key focus areas include:

- Develop and maintain community collaborations and partnerships
- Participate at community events and speaking engagements
- Implement community-based programs

JPS Mission

Transforming healthcare delivery for the communities we serve.

JPS Vision

To be a regional and national leader in:

- Improving the patient and family experience
- Improving the quality and outcomes of population health
- Improving access to care

JPS Values

- Trust
- Mutual respect
- Excellence
- Integrity
- Accountability
- Teamwork

Table of Contents

A Year in Review (2020)	1
JPS Health Network Community Outreach	2
JPS Mission	2
JPS Vision	2
JPS Values	2
Impact on Tarrant County & JPS Health Network	4
Community Engagement	5
Network Engagement	6
2020 Signature Events	7
Healthy Lives Matter	7
Tarrant County Back to School Roundup	7
Healthy Lives Matter Alzheimer's Education	8
Empowering Seniors	8
Carnaval de Salud and North Texas Wellness Fair	9
Tarrant County Harambee Festival Health & Wellness	9
Healthy Tarrant County Collaboration & UTA Public: Forward Together	10
JPS Health Network Joint Council	11
Conferences & Trainings	12
3rd Annual DFW-CHW Association Conference 2020	12
Mental Health First Aid Certification Course	12
UNTHSC Infant Mortality Conference	12
Contact Tracing Community Health Worker Course	12
Bi-Weekly Updates	13
Resource Guides	14
JPS Health Network Community Outreach Council	15
COVID-19 Latino Health Education & Outreach Initiative	16

Impact on Tarrant County & JPS Health Network



Outreach

440

JPS Community Outreach assisted in coordinating events to administer **440 flu shots** in October at New Mount Rose Baptist Church.

25,000+

More than **25,000 COVID-19 vaccines** were scheduled.



Partnership and Engagement

100+

JPS Community Outreach is a partnership of public health organizations, hospitals, and universities working collaboratively with more than **100 agencies** to address the social determinants and needs in Tarrant County.



Community Education

30

JPS Community Outreach works beyond the healthcare facilities to reach people within their communities. Settings may include schools, worksites, faith-based institutions, healthcare events, summits, and neighborhood meetings. By conducting education and community-based programs, JPS Community Outreach teaches health and wellness on **30 topics**.

*Do you want JPS Community Outreach to participate in your career day, health fair, or present at your event?
Please email CommunityOutreach@JPSHealth.org or call **(817) 702-2570** to learn more.*

Community Engagement

JPS Community Outreach is committed to working collaboratively across groups and organizations in Tarrant County.

Four Pillars of Community Engagement



People



Practice



Policy



Performance

Our Partners

- African American Health Expo
- Allianza
- Alzheimer's Association
- Ambassadors for Aging Well
- American Heart Community Advisory Board
- Annual Healthy Lives Matter Alzheimer's Association Educational Seminar
- Arlington Back to School
- DFW-CHW Association
- Empowering Seniors
- Fort Worth Health Coalition
- Fort Worth Safe Coalition Elder Abuse Prevention
- Fort Worth Safe Coalition Falls Prevention
- Healthy Lives Matter Prostate Event
- Health Equity Alliance (HEAL)
- Healthy Tarrant County Collaboration
- HEB Feast of Sharing
- Hispanic Wellness Coalition Steering Committee
- Inter-Agency Workforce Group (IAWG)
- Latino Leaders Initiatives
- School Health Advisory Council (SHAC) Everman ISD
- School Health Advisory Council (SHAC) Fort Worth ISD
- Senior Synergy Expo
- Tarrant County Back to School
- Tarrant County Fatherhood Initiative
- Tarrant County Harambee Festival
- Together Everyone Achieves More (TEAM) 76104
- United Way Arlington Resource Sharing Group



Network Engagement

JPS Community Outreach exists to further the outreach and education goals of departments within our health network. JPS Community Outreach plays a critical role in improving and extending the reach of healthcare through activities such as health education, case management, basic health screening, and facilitating access to services. For this to be successful, collaboration and partnership is a must; outreach staff participates in internal programming and committees.

- Integrated Health Outcomes (IHOC)
- Patient Education Committee
- Community Health Needs Assessment
- Joint Commission Geriatric Delirium
- Cancer Certification Committee
- Nursing Program
- Leadership Connection
- Communications
- JPS Health Network Joint Council
- Community Outreach Council
- Community Health

2020 Signature Events

Healthy Lives Matter

Date: February 15, 2020

Hosted by: Tarrant County Commissioner Roy Charles Brooks

Summary: Commissioner Brooks sponsors the Tarrant County - Precinct One Prostate Cancer Screening Event, which is an annual event. The purpose of the event is to provide men with free prostate cancer screenings as well as provide men and their families' educational support through increased awareness.

Target demographic: Adult males

Attendees: More than 500

Results: Partnered with Healthy Lives Matter to coordinate access to healthcare and community resources to maximize health outcomes which resulted in referrals to JPS Eligibility & Enrollment Center. Educated individuals about the signs and symptoms of sepsis, and created new partnerships with external health facilities and organizations.

Tarrant County Back to School Roundup

Date: August 7, 2020

Hosted by: Tarrant County and Fort Worth ISD and Tarrant County Commissioner Roy Charles Brooks

Summary: Back to School Roundup is a volunteer-driven, nonprofit organization dedicated to providing underserved schoolchildren and their families with school supplies and other back-to-school essentials. The Roundup is a collaborative effort between Tarrant County, the county's 20 school districts, the City of Fort Worth, public health department, state agencies, non-profit organizations, corporations, and volunteers. Due to the ongoing COVID-19 pandemic, this was held as a drive-thru event.

Target demographic: Families of Tarrant County Independent School Districts families

Attendees: More than 1,000 families

Results: Partnered with Tarrant County Back to School Roundup to coordinate access to healthcare, community services, and health education which resulted in appointment referrals. In addition, created new partnerships with external health facilities and organizations.

Healthy Lives Matter Alzheimer's Education

Date: August 22, 2020

Hosted by: Tarrant County Commissioner Roy Charles Brooks

Summary: The mission of the Health Lives Matter Alzheimer's Initiative is to provide accessibility to education which will lead to optimal care and services to individuals confronting Dementia, their caregivers, and families in an effort to improve quality of life. Due to the COVID-19 pandemic, this event was hosted virtually.

Target demographic: Adult males

Attendees: More than 350

Results: Partnered with Healthy Lives Matter Alzheimer's Education to coordinate access to healthcare and community resources which resulted in referrals to JPS Eligibility & Enrollment Centers. Educated individuals about the signs and symptoms of sepsis, and created new partnerships with external health facilities and organizations.

Empowering Seniors

Date: October 2, 2020

Hosted by: Tarrant County Commissioner Gary Fickes

Summary: This award-winning event for seniors, caregivers, and baby boomers went virtual this year due to the pandemic. It featured "Ask the Doctor" panels, health, and senior-focused workshops, entertainment, and Bingo.

Target demographic: 65 years and over

Attendees: More than 1,500

Results: Partnered with Empowering Seniors to coordinate access to healthcare, geriatric resources, and health education, which resulted in referrals to JPS Magnolia Health Center, specializing in Geriatric care and other services. In addition, created new partnerships with external health facilities and organizations.

Carnaval de Salud and North Texas Wellness Fair

Date: November 7, 2020

Hosted by: Hispanic Wellness Coalition

Summary: Both health fairs are designed to provide access to healthcare prevention services and information to the underserved Hispanic residents and to promote sustainable partnerships that address health issues. This year, due to the pandemic, the Carnaval de Salud and North Texas Wellness Fair were combined and offered 432 free flu shots to the community.

Target demographic: Hispanic families

Attendees: More than 1,000

Results: Partnered with Hispanic Wellness Coalition to coordinate access to healthcare, community resources, and health education, which resulted in referrals to JPS Eligibility & Enrollment Center and Geriatric services. In addition, created new partnerships with external health facilities and organizations. Data from event is available in the form of planning notes, registration data, surveys, and exit data.

Tarrant County Harambee Festival Health & Wellness

Date: August 3, 2020

Hosted by: The Tarrant County Black Historical & Genealogical Society

Summary: Harambee literally means "all pull together" in Swahili; thus, the festival pulls the citizens of North Texas together for a fun-filled day of food, fun, music, health, and cultural awareness in celebration of our shared history. This event is free to the public and offers a variety of activities designed to promote love and harmony.

Target demographic: African-American families

Attendees: More than 6,000

Healthy Tarrant County Collaboration & UTA Public: Forward Together

Date: November 17, 2020

Hosted by: Healthy Tarrant County Collaboration and UTA Public Health

Summary: The Healthy Tarrant County Collaboration (HTTC) was formed to conduct a county-wide assessment in order to discover the needs of the community and better address the health problems in a coordinated, efficient, and effective way. The HTTC is a partnership of hospitals, public health organizations, and universities working to build healthier communities. The collaboration targets healthy food access, policy systems, environmental strategies, and resident engagement to support health and well-being.

Target demographic: Tarrant County residents

Attendees: More than 90



JPS Health Network Joint Council

Joint Council began with JPS President and CEO Robert Earley's vision to bring together groups of people to discuss how JPS Health Network can better serve Tarrant County's diverse population. JPS Joint Council is comprised of individuals and representatives of community and faith-based organizations and interest groups. Initially, five councils were created to focus on various projects supporting the transformation of JPS: Arlington Council, Northeast Council, Pastoral Council, Salud Council, and Senior Leadership. Over time, the councils merged into one Joint Council, which meets quarterly.

Joint Council's goal is to build community partnerships to improve health and well-being in Tarrant County. Active and engaged external stakeholders provide invaluable feedback and assistance in guiding JPS initiatives. As JPS continues to transform healthcare to make lives better, leadership recognizes the need for continuous input from the communities we serve. There are more than 75 active members on Joint Council.

- **February 10, 2020**

Speaker: Dianna Prachyl, Senior VP & Chief Operating Officer, Acclaim
Topic: Street Medicine Mobile Unit

- **May 5, 2020**

Speaker: Robert Earley, CEO & President, JPS Health Network
Topic: State of JPS and COVID-19 in Tarrant County

- **August 8, 2020**

Speaker: Dr. Jerry Henderson, Chief Medical Information Officer
Topic: Telehealth During COVID-19

- **November 11, 2020**

Speakers: Dr. James D'Etienne and Dr. Richard Teames
Topic: Addressing Local Needs for the Opioid Epidemic

Conferences & Trainings

JPS Community Outreach knows the importance of staying connected with a changing community. We partner with stakeholders to coordinate and plan a wide range of conferences, seminars, workshops, and other learning opportunities designed to address the changing community needs and best practices for outreach. The following list includes professional development opportunities JPS Community Outreach helped to plan:

3rd Annual DFW-CHW Association Conference 2020

Date: October 2, 9, 16, and 23, 2020

Summary: This Community Health Worker (CHW) focused conference features networking, fellowship, and continuing education credits for CHWs and CHWs. This year's theme was "Creating Community Connections," and they reflected this by working with various CHW training centers across the state to support members and CHWs throughout North Texas.

CHW of the Year Award: Gracie Chafer, Community Health Worker with JPS True Worth Clinic

CHW Friendly Organization of the Year: American Heart Association

In Recognition for Dedication & Leadership for CHW Development: Mercedes Cruz-Ruiz, Community Development Supervisor at Aetna

Mental Health First Aid Certification Course

Date: August 7, 2020

Summary: JPS Community Outreach partnered with MHMR to bring free training to colleagues from JPS, Parkland, Cancer Cares, DFW Hospital Council, Healthy Tarrant County Collaboration, and other organizations. Mental Health First Aid (MHFA) is an 8-hour course that prepares members of the public to provide MHFA to those in need. The course teaches you how to identify, understand, and respond to signs of mental illnesses and substance use disorders. The training gives you the skills you need to reach out and provide initial help and support to someone who may be developing a mental health or substance use problem or experiencing a crisis.

UNTHSC Infant Mortality Conference

Date: September 24, 2020

Summary: The Summit this year examined the issues surrounding access to care and standards of care for marginalized and at-risk populations. With the majority of 2020 dominated by the pandemic and anti-racist protests, there was a huge impact to access to care for women. Our keynote speaker, Denise Evans, addressed racial disparities and the difficulties experienced by pregnant African American women. The summit also focused on other marginalized communities, the refugee population, and the unique difficulties that pregnant incarcerated women face.

Bi-Weekly Updates

The JPS Community Outreach team sends a bi-weekly update to community partners, stakeholders, and JPS team members, informing them of events and resources available in Tarrant County. There are more than **2,000** subscribers and **85 percent** of them read our email.



"I want to take a moment to thank you for the update emails. They're very informative and since they are relevant to our dementia work, I can use the information to update our website.

I also want to tell you how very proud I am of JPS and the work all of you are doing. I was so pleased to see the announcement of the award given to JPS as the #1 hospital in the nation and was delighted to read the criteria in which you excelled to win the award. I believe JPS is Fort Worth's greatest "hidden" treasure.

It has been our pleasure to work with you to provide a dementia experience to some of your staff and, we look forward to continuing that effort."



"I love Community Outreach emails!"



"Awesome resources!"

Resource Guides

Guide for Best Practices to Minimize COVID-19 Community Spread

JPS Community Outreach met with community partners to discuss processes and resources to safely conduct services and education for the general public and mitigate community spread. The following is only a guide of safe practices and is not meant to replace or preclude the guidance that is set forth by federal, state, and local governments. ([download here](#))

Local Resources

This guide includes COVID-19 resources for local residents. ([download here](#))

National Resources

This guide includes COVID-19 resources at a national level. ([download here](#))

Contact Tracing Community Health Worker Course

Date: July 2020

Summary: Lisa Padilla MA, CHWI was a co-creator of the Contact Tracing course specifically offered to CHWs in Texas. The course was offered to all CHWs throughout Texas for continuing education. This occurred in partnership with DFW-CHW Association.

JPS Health Network Community Outreach Council

JPS Community Outreach leads this quarterly meeting for JPS network departments that participate and coordinate outreach activities in their specific areas. The following is a list of departments that participate in community outreach activities:

- The Joint Commission Disease Specific Certification: AMI
- The Joint Commission Disease Specific Certification: Delirium
- Accreditation: American College of Emergency Physicians: Geriatric Emergency Department
- NCQA (Certified Primary Medical Home)
- American College of Surgeons Commission on Cancer Accreditation
- The Joint Commission Disease Specific Certification: Sepsis
- DNV-GL Level 1/Comprehensive Level 1 Stroke Center Certification
- Trauma Level 1 Certification
- Community Outreach
- JPS Connection – Eligibility and Enrollment
- Employee Health
- Women’s Health
- Dental
- Behavioral Health
- Volunteer Department
- Acclaim Providers
- Street Medicine Team
- Nutrition
- Health Outcomes
- HIV/AIDS Healing Wings
- Stop the Bleed
- Oncology

2020 Outreach Council Meetings

● February 25, 2020

Speaker: Teneisha Kennard, Executive Director of Behavioral Health

Topic: JPS Behavioral Health Overview and Highlights

● May 27, 2020

Speaker 1: Lisa Padilla, Manager of Community Outreach

Topic 1: Update on Community Outreach and COVID-19

Speaker 2: Krissy Feinauer, Chest Pain Program Coordinator

Topic 2: Department Refinement – AMI/Heart Health

● September 17, 2020

Speakers: Kristal Acosta, Community Outreach Coordinator, and Blake Lena, EMT at MedStar

Topic: Overview of Latino COVID-19 Initiatives

COVID-19 Latino Health Education & Outreach Initiative

JPS Community Outreach worked with Community Health leadership and JPS Communications to develop a strategy to reach the populations most disproportionately affected by COVID-19.

JPS Health Network quickly saw that the Latino population was disproportionately affected by COVID-19. Outreach and Community Health leadership designed an outreach plan that would target the areas with the highest rates of COVID-19 and influenza. A plan that incorporated network departments as well as community stakeholders was designed.

The intervention design:

Issue: Latino population is disproportionately affected by COVID-19.

Goal: JPS Community Outreach will provide education and awareness of COVID-19 and influenza to Latino communities in the following zip codes: 76119, 76106, 76104, and defined areas of Arlington.

Strategy: JPS Community Outreach will educate residents and community partners with messaging on COVID-19 and influenza using multiple platforms.

Implementation: Engage community stakeholders in partnership for distribution of education materials:

- Distribute rack cards and flyers with targeted messaging on COVID-19 and influenza.
- Canvass targeted zip codes and distribute information to business, residents, and other partners.

The JPS Community Outreach team collaborated with local grocery stores, apartment complexes, gas stations, animal shelters, laundromats, faith-based organizations, restaurants, Independents School Districts (ISD), higher learning organizations, and other community services to help educate community members on the proper way to wash hands, wear a mask, and social distance. This collaborative intervention took place over the course of four months — September 2020 through December 2020 — and overlapped with influenza education as well.

JPS Communications assisted Community Outreach in developing and disseminating targeted COVID-19 and influenza education, including on social media platforms.

Community Education	6,550
Social Media Impressions	310,700
Community Partners	105

Facebook	63,348
Twitter	133,866
YouTube	68
LinkedIn	542

Examples of the education material developed by JPS Community Outreach and Communications are listed below:

COVID-19 Myths (download here)

COVID-19 Myths

Myth: You can cure COVID-19 with penicillin, garlic, bleach and/or hot peppers.

Fact: There is currently no cure for COVID-19. The best way to protect yourself is to wash your hands frequently and thoroughly while keeping at least six feet away from others.

Myth: COVID-19 does not affect children.

Fact: People of all ages can be infected by the new coronavirus. Older people and people with pre-existing medical conditions (such as asthma, diabetes and heart disease) are more vulnerable to becoming severely ill.

Myth: Masks do not protect you.

Fact: Masks help prevent people from spreading the virus to others. The spread of COVID-19 can be reduced when masks are used along with other preventive measures like social distancing, frequent handwashing and disinfecting frequently touched surfaces.

Myth: COVID-19 is just another flu.

Fact: Both are respiratory illnesses and have similar symptoms, but research indicates that COVID-19 spreads more easily and has a higher death rate than the flu.

JPS Health Network
For more information, contact Community Outreach at communityoutreach@jpshealth.org or call 817-700-1100.

Mitos del COVID-19 (Coronavirus)

Mito: Usted puede curar el COVID-19 con penicilina, ajo, pimienta y/o con chiles picantes.

Realidad: Actualmente, no existe cura para el COVID-19. La mejor manera de protegerse es lavarse las manos muy bien con frecuencia y al mismo tiempo mantenerse por lo menos a seis pies de distancia de los demás.

Mito: El COVID-19 no afecta a los niños(a).

Realidad: Las personas de cualquier edad pueden infectarse con el nuevo coronavirus. Las personas mayores y las personas con condiciones médicas preexistentes (tal como asma, diabetes y enfermedades cardíacas) son más vulnerables a enfermarse gravemente.

Mito: Las mascarillas quirúrgicas no le protegen.

Realidad: Las mascarillas quirúrgicas ayudan a prevenir que las personas que tienen el virus se lo transmitan a otras personas. Se puede reducir la propagación del COVID-19 utilizando mascarillas quirúrgicas con otras medidas preventivas tal como el distanciamiento social, lavado frecuente de las manos y la desinfección de las superficies que se tocan con frecuencia.

Mito: El COVID-19 es solamente otro tipo de influenza.

Realidad: El COVID-19 y la influenza son enfermedades respiratorias y tienen síntomas similares, pero las investigaciones indican que el COVID-19 se transmite más fácilmente y tiene una tasa de mortalidad más alta que la influenza.

JPS Health Network
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COVID-19 What To Do (download here)

COVID-19

What to do if...

- ...you think someone in your household is sick.**
 - Isolate in own space.
- ...someone in your household has COVID-19.**
 - Isolate in own space.
 - Quarantine for 14 days.
- ...you think or know you had COVID-19.**
 - You may stop self-isolating when all of the following apply:
 - It has been ten days since symptoms first appeared.
 - No fever for the past 24 hours without using fever-reducing medication(s).
 - COVID-19 symptoms have improved (cough, shortness of breath, etc.).
- ...you have been quarantined a person with COVID-19.**
 - Anyone who has been exposed to someone with COVID-19 should quarantine for 14 days after their last exposure to that person.

Tips

Best Practices to Prevent the Spread of COVID-19

- Hands should be washed with soap and water for at least 20 seconds.
- If you are using hand sanitizer, rub your hands together until they are dry.
- Stay home as much as possible. If you must leave your home, wear a mask any time you are in public or around others.
- Keep at least six feet between you and others.
- Frequently disinfect your high-touch objects.
- Do not touch your face with your bare hands. Instead, use a tissue to wipe your mouth, eyes, or nose.

Other Ways to Socialize with Family and Friends

- It is important to stay apart from other households right now. Though still risky, you can use your judgment when you cannot spend time together physically.
- Video call.
- Have a drive-by parade instead of an outdoor party.
- Have celebrations outdoors and stay at least six feet away from others who do not live in your home.

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COVID-19

Lo que debe hacer si...

- ... cree que alguien en su hogar está enfermo(a).**
 - Manténgase en aislamiento en su propio espacio.
- ... alguien en su hogar tiene COVID-19.**
 - Manténgase en aislamiento en su propio espacio.
 - Manténgase en cuarentena durante 14 días.
- ... cree o sabe que tiene COVID-19.**
 - Debería dejar de salir al mundo y aislarse cuando todas las condiciones siguientes se cumplen:
 - Ha pasado diez días desde que aparecieron los primeros síntomas.
 - No ha tenido fiebre durante las últimas 24 horas sin tomar medicamentos que reduzca la fiebre.
 - Los síntomas del COVID-19 han mejorado (tos, dificultad para respirar, etc.).
- ... ha estado cerca de una persona con COVID-19.**
 - Cualquier persona que haya sido expuesta(a) a alguien con COVID-19 debe cuarentenarse durante 14 días después de la última vez que estuvo expuesto(a) a esa persona.

Consejos Para la Prevención

Las Mejores Prácticas Para Prevenir la Propagación del COVID-19

- Las manos deben lavarse con agua y jabón durante por lo menos 20 segundos.
- Si usted usa desinfectante para las manos, frotelas las manos hasta que los manos se sequen.
- Quédese en casa tanto como sea posible. Si debe salir de su casa, use una mascarilla quirúrgica cada vez que esté en presencia de otras personas.
- Manténgase al menos seis pies de distancia de otras personas.
- Desinfecte las superficies de alto toque frecuentemente.
- No se toque la cara con sus manos, especialmente, en lugar de tocar una superficie de papel para limpiar la boca, los ojos o la nariz.

Otras Formas de Socializar con Familiares y Amigos(a)

- Es importante mantenerse alejado(a) de las personas que no viven en su hogar.
- Las celebraciones deben ser en espacios al aire libre o en lugares que permitan mantener una distancia de seis pies de una persona a otra.
- Evite fiestas.
- Organice un desfile de vehículos en lugar de una fiesta al aire libre.
- Realice celebraciones al aire libre y manténgase al menos a seis pies de distancia de otras personas que no viven en su hogar.

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2020 Holiday Safety Tips (download here)

Holiday Safety Tips

General precautions: Wear a face covering, use hand sanitizer, create physical distance and wash your hands before eating.

Low Risk CELEBRATE AT HOME	Moderate Risk SMALL GATHERINGS	High Risk LARGE CROWDS
<ul style="list-style-type: none"> Having dinner with people in your household. Video chatting with family and friends. Online shopping. Watching sports, parades and movies at home. Having a virtual choir or an online choir. 	<ul style="list-style-type: none"> Having a small outdoor dinner with loved ones outside of your household. Having small outdoor events that are outdoors and observe safety precautions in place. Getting in a small group outdoors with physical distancing. 	<ul style="list-style-type: none"> Shopping in open spaces. Attending crowded parades or races. Heading to large outdoor group or religious events. Heading to specific areas with known COVID-19 cases.

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Consejos de Seguridad Para los Días Festivos

Precauciones generales: Utilice un cobertor facial, use desinfectante para las manos, mantenga su distancia social y lávese las manos antes de comer.

Actividades de Bajo Riesgo CELEBRAR EN CASA	Actividades de Riesgo Moderado MULTITUDES PEQUEÑAS	Actividades de Alto Riesgo MULTITUDES GRANDES DE PERSONAS
<ul style="list-style-type: none"> Comer las comidas que preparó en su hogar. Video chat con familiares y amigos. Ver compras en línea. Ver deportes, películas y programas en línea. Organizar una coro virtual o un coro en línea. 	<ul style="list-style-type: none"> Organizar una pequeña reunión al aire libre en un espacio al aire libre con precauciones de seguridad establecidas. Reuniones de grupos pequeños al aire libre con distanciamiento social. 	<ul style="list-style-type: none"> Hacer compras en lugares concurridos como tiendas. Asistir a lugares llenos de personas como desfiles o carreras. Reuniones de grupos grandes al aire libre. Visitar a un área específica con casos conocidos de COVID-19.

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