

Hello TRE family! We wanted to check-in with you during these uncertain times to give you some important updates about TRE. First of all TRE WILL CONTINUE TO DO BUSINESS. We are modifying the way we interact with you to comply with orders and recommendations from HCPF related to COVID-19. You should know that your service coordinator will still be available to you through phone calls and video sessions until we are able to visit you in your home and in the community again.

TRE's Leadership Team has also decided to take extra precautions, and as of Thursday, March 19, 2020, we will be closing our four offices to visitors in an effort to slow down the spread of Coronavirus. This includes our corporate office in Colorado Springs, as well as our offices in Pueblo, Woodland Park and Bailey. Wednesday, March 18 will be the last day any of our offices will be open to visitors for 30 days. Our plan will be to reopen the offices to visitors on April 20, 2020 unless the virus is not sufficiently contained by that time. Should there be any changes to this timeframe, we will be posting that update on our TRE website ([tre.org](http://tre.org)) and all social media platforms, so please check those regularly if possible.

While this might seem inconvenient, the health and safety of the people we support, our employees and the general public, has to be our number one priority during this time. Our intention is to do everything we can to slow down the transmission of the virus so we can return to normal service delivery as soon as possible.

Again, TRE is still here for you, but we will be closing our offices to visitors in an effort to do our part during this difficult time.

#### HOW WILL YOU REACH US?

- Reach out to your Service Coordinator if you are currently enrolled in services.
- Call our main number: 719.380.1100 with any questions or to enroll in services. Our staff will be answering your calls from their homes.
- We are currently working on a simple intake form for any of our services that will be added to our website and posted on our social media sites the week of March 23, 2020.
- You can also email us at [info@tre.org](mailto:info@tre.org) if you're not able to reach us through the above channels.
- We will also be providing lock boxes or mail slots at each of our offices so you can drop off paperwork if needed.

Thank you for your understanding during this time and we pledge to be fully operational as soon as possible. It may not feel like it now, but we will return to normalcy.

We appreciate you!

Colleen Head Batchelor  
TRE Interim CEO