



Monday, March 16th 2020

Regarding: Our clinics will be closed to help prevent the spread of COVID 19 from Tue 3-17 to Saturday 3-28

Dear Clients,

Carola has spent countless hours reading articles and watching videos about COVID 19, reading many, many comments on large Acupuncturists on FaceBook groups on the big question: Do we stay open or do we close our clinics?

Carola, Scott and Janet went into this profession to help people feel better with their health concerns. Acupuncture and Chinese Medicine has a lot to offer, it can treat pain, stress, anxiety, boost your immune system all at once.

However, there has never been a time where it was such a possible risk that a client or a Cascade Acupuncture Team member could get infected with a virus by coming to our clinics, which then in turn could be detrimental, possibly deadly to them or they pass it on and it could be detrimental to others, who can also pass it on and it keeps on spreading, like we have seen in China and Italy.

This is currently the possible case no matter where you go, with whom you have contact. Even though our service is valuable and we are health care providers, we are not primary care providers, we provide complementary and alternative medicine.

We are doing high touch surface disinfection per recommendations, are washing and disinfecting our hands and are asking our clients to do so as well and have also instituted various other measures to decrease shared high touch surfaces in our clinics.

However, the two factors we are not able to mitigate are:

- Due to the nature of our work, we cannot always keep a 6 foot distance between people in our clinics.
- It is a known fact that healthy people, with no symptoms can transmit the COVID 19 virus PRIOR to having symptoms. This could happen via respiratory droplets and/or contact transmission ([see this article](#)) At this point, that could be anybody! We are all in the dark as to how many people are infected because of the limited ability to conduct testing in Oregon. Currently in the whole State of Oregon only 80 tests per day are available ([see this report](#)). No tests are available in any Outpatient Clinics, so seemingly only really sick people who are in hospitals are the main ones getting tested.

Cascade Acupuncture Center, LLC Mailing address: 2690 May Street, Ste 101, Hood River, OR 97031

www.CascadeAcupuncture.org Fax: 844-965-9823

Hood River: Phone: 541-387-4325 The Dalles: Phone: 541-298-2378



Furthermore, NOW is the time to practice physical distancing, as it is the only way to slow the spread of COVID 19 and to [“flatten the curve” \(Article by the Washington Post, 3-14-20\)](#) of infection. This is the ONE contribution we can all do, other than practicing good self care, boost our immune system, wash our hands often for 20 sec, not touch our faces and try to stay 6 feet away from others whenever possible and [these other recommendations by the CDC](#).

To close the clinics is the hardest and most painful business decision Carola has ever made and this is the video, posted on 3-15 by the CDC which convinced her it is the right choice at this point in time.

Please watch it, it is 3 ½ minutes: [Quarantined Italians record messages to "themselves from 10 days ago" during Coronavirus pandemic](#)

In order to “do our part” and protect our clients and staff, and hopefully send a clear message to anybody who was still on the fence about taking the COVID 19 outbreak seriously:

We will be closed starting Tuesday 3-17 until Saturday, March 28th. We will reopen on Monday, March 30th. This timeframe is matching the Oregon School closures closely.

As you may imagine, this decision has various ramifications, including significant financial ones for our employees and the company as a whole.

We will staff our phones as much as possible. Please call us! 541-387-4325 541-298-2378

We will have staff in the offices to be available for your phone calls for sure Monday 3-16, Tue 3-17, Wednesday 3-18.

We will check our messages multiple times per day, Monday through Saturday.

One other, faster way to get in touch with one of our team members is via our office email:

heal@CascadeAcupuncture.org.

Please continue to support us during this difficult time as well as other local businesses. This situation will have long reaching implications on all businesses.

We will be able to mail the following products to you (including a shipping and handling fee):

[Tibetan Herbal Foot Soaks \(5 for \\$27.50 or 9 for \\$48\)](#)

[Zheng Gu Shui, 2 oz \\$13 and MSM cream, 2 oz \\$18, Inner Peace drops 0.5oz \\$13, Wu Yang Plasters, \\$3.30 each](#)

[Any of our condition specific Auriculotherapy packages with 120 Ear Seeds \\$18](#)

[Vitamin D liquid 0.75 oz \\$26.90 and Magnesium 90 caps, 300 mg \\$ 20.90](#)

[Custom Chinese Herbs 100g regularly \\$48, on sale in March \\$40.80](#)

[Curaphen 60 caps \\$38.95 and Curaphen Extra strength 60 caps \\$46.95](#)

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We are looking into TeleMedicine options

We are in the process of setting this up and will send another newsletter when we are ready to add this option to our services.

Possible TeleMedicine appointment options could be:

- Free 15 min consultation
- Auriculo Consult, where we teach you how to place your own Ear Acupressure seeds, the seeds could be mailed to you.
- Immune consults, information to boost your immune system. Products could be mailed to you.
- Acupressure consults, information where we teach you which Acupressure points to press to help your specific health concerns.
- For established herb clients: Herb Consults

If you have a credit card saved on file we can mail products to you if we have them in stock. If not, if you are comfortable with this you can leave your credit card information on our confidential voicemail if you cannot reach us. Or you can give it to us when we return your call.

(16 digit CC number, 4 digit exp date, 3 digit CCV code, billing address, so street or PO Box number and billing zip code)

We will be in touch with you, with another newsletter, by calling or emailing you. We will also post updates on our [FaceBook page](#).

All clients with an upcoming appointment will be notified individually.

Please take care of yourselves,

Carola Stepper, LAc, RN retired for the whole Cascade Acupuncture Center Team