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TEXAS VETERANS COMMISSION

THOMAS P. PALLADINO
Colonel, US Army (Retired)
Executive Director

TO: All Employees

FROM: Thomas P. Palladino, Executive Director *TOP*

DATE: March 19, 2020

SUBJECT: TVC Coronavirus Customer Service Policy

Effective immediately, I am directing all TVC employees to serve veterans and their families virtually or remotely. To be clear, face-to-face service to any members of the public, our veterans and their beneficiaries is suspended until further notice for all TVC staff. Accomplishing our mission will undoubtedly be more challenging, but I am confident that we will succeed during this unprecedented pandemic.

The top priority of the Texas Veterans Commission is our employees' health and safety. The risk of exposure to COVID-19 has increased throughout the state and in accordance with the Governor's disaster declaration and my previous guidance, all employees are encouraged to follow the warnings and alerts given by the CDC, Texas Department of State Health Services (DSHS) and local governments across the state. This includes washing hands, avoid touching our eyes, nose and mouth, disinfecting surfaces and practicing social distancing which involves staying away from other people to avoid catching or spreading illness.

Even though some VA facilities, Workforce Solution Centers, military installations and county offices will remain open, TVC will no longer provide in-person services. This decision protects our employees as well as high-risk veterans and their family members.

Veterans can continue to get information about TVC services and benefits by visiting our website at www.tvc.texas.gov. Each TVC department/program needs to provide telephone and email contact information for veterans to receive services or answer any questions. Ensure this information is posted in a public place and on our website.

Please know that we are working diligently to provide any additional support to you as soon as possible. Thank you, and I wish you continued health and sustained prosperity during this difficult time.