

Dear Licensee:

The novel coronavirus (“COVID-19”) pandemic is rapidly evolving. Governor Bill Lee has called on all Tennesseans to work together to battle the spread of COVID-19, including employers and individuals. This is an unprecedented event, and therefore we ask for patience and understanding as we work to protect your health and safety, as well as the health and safety of the millions of Tennesseans we serve. We will do this, as well as, ensuring that we continue to fulfill our mission and provide excellent customer service.

The Collection Services Board (“the Board”) and the Department of Commerce and Insurance (“the Department”) are now working remotely as part of the social distancing strategies outlined by the Centers for Disease Control (“CDC”) and the World Health Organization (“WHO”). However, the Department is fully operational. You may reach the Program by email at Collection.Service@TN.Gov.

On March 19, 2020, Governor Lee signed Executive Order No. 15 (“the Order”). The Order provides the Commissioner of the Department of Commerce and Insurance (“the Department”) the discretion to reasonably extend deadlines for obtaining required education and continuing education to boards, commissions, and agencies administratively attached, such as the Board. Therefore, effective immediately until May 18, 2020 or until further such notice, no license will be suspended for failure to complete continuing education requirements.

For reference, please see the links below for resources regarding safety measures issued by the Tennessee Department of Health and the CDC. We hope you find this information helpful, and please let us know if you have additional questions.

Helpful Links:

State of Tennessee, COVID-19 Updates:

<https://www.tn.gov/governor/covid-19.html>

State of Tennessee, Executive Order No. 15:

<https://publications.tnsosfiles.com/pub/execorders/exec-orders-lee15.pdf>

State of Tennessee, Executive Order No. 22

<https://publications.tnsosfiles.com/pub/execorders/exec-orders-lee22.pdf>

Find updates issued by the CDC on the Program website:

<https://www.tn.gov/commerce/regboards/homeinsp.html>

Tennessee Department of Health, Facility Visitor Guidance:

<https://www.tn.gov/content/dam/tn/health/documents/cedep/novel-coronavirus/COVID-19-Facility-Visitor-Guidance.pdf>

CDC, Interim Guidance for Businesses and Employers:

<https://cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

CDC, COVID-19 “What You Need To Know”:

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

Sincerely,

Roxana Gumucio, Executive Director