



4/1/2020

Dear Client,

We are in unprecedented times with the COVID-19 (CORONAVIRUS), and each day adds a new dynamic to the local and global situation. Coronavirus, infection rates, social distancing, quarantine, lock down...these are the topics that are consuming the news, and shaping our daily lives. There is no doubt about it, COVID-19 has created a tough situation for everyone.

Supporting the safety of our clients and caregivers is our top priority. We've enhanced our protocols and policies to help mitigate infection exposure in light of this pandemic. We have taken important steps to protect our clients, employees and their families while continuing to provide a high level of service to our clients. We are 100% operational and are prepared to remain that way.

As a home care provider we are taking our responsibility to our clients very seriously. We are staying informed daily on COVID-19 updates, reviewing guidance from the CDC, and reaching out to public health officials for the most up-to-date guidance. Most importantly, we are enhancing protocols and instructions for our caregivers.

- We are enhancing Infection Control. If a caregiver exhibits any flu-like symptoms, we immediately begin work to re-staff their visit with another caregiver. We have also increased our clearance process for any caregiver returning to work after being sick. Additionally, we are instructing caregivers to stay home if they feel sick and not penalize them for missing work.
- We are increasing the client and agency communication to screen for flu-like symptoms so we can ensure proper protections are in place.
- We're also putting in place heightened infection controls to help mitigate transmission.
- We're providing training on COVID-19 and Standard Precautions as a mandatory policy for all active caregivers.
- We are making calls and sending frequent reminders to our caregivers, reiterating the importance of using hand washing and disinfection guidelines while inquiring on the client's health condition.
- We are making cloth masks for our caregivers, and providing surgical masks and gloves for our ill clients.
- We are actively adjusting our protocols based on the latest local and federal guidelines and reaching out to public health officials and agencies to stay up to date.

We believe that home is the safest place for older adults to be, especially during these challenging times. We recommend CDC advice, even in your own home. Don't panic, do prepare.

- Take steps to protect yourself. We have included in this booklet steps on best practices that include handwashing guidelines and hygiene. We strongly advise that you read through the information provided.
- Take steps to protect others. Cover coughs and sneezes with a tissue or use the inside of your elbow. Throw tissues directly in the trash then immediately wash your hands. Request the caregiver throughout the day, clean and disinfect frequently touched surfaces.
- Stock up on food, medications, and supplies that you and your caregiver may need in order to limit exposure for you and for your caregiver.
- Get a flu shot. While the flu doesn't protect against this coronavirus, it can contribute to your general health and reduce the burden on our health system.
- Stay home, it is the safest place to be. We are currently under a Stay at Home order by our governor. Let's obey and eradicate this virus for good. A virus needs a living cell host to attach itself to, it cannot survive on its own. Let's make our effort to not provide a host.
- Use Telehealth. Take advantage of the new Medicare guidelines around using Telehealth services instead of visiting the doctor's office. If you need lab work we can provide a mobile lab to come to you.

- Stay informed, but choose once a day, a reliable source of breaking news. Be careful. Don't let it consume or stress you. God is still in control.

Your safety is our top priority- and we are working around the clock to navigate through these challenging circumstances. We hope this information is helpful to you and your family and inspires ongoing trust in our caregivers and confidence in our abilities to support your care needs.

With loving care,

Karelina Reyes