



Dear Clients and Families:

Care To Stay Home is actively monitoring the progression of the coronavirus, COVID-19, to ensure that we have the most accurate and latest information on the threat of the virus. This situation continues to develop rapidly as new cases are identified and our protocols will be adjusted as needed.

While most cases of COVID-19 are mild, causing only fever and cough, a very small percentage of cases become severe and may progress particularly in the elderly and people with underlying medical conditions. Because this is the primary population that Care To Stay Home serves, we understand your concerns and want to share with you how our organization is responding to the threat of COVID-19.

We are following updates and procedures from the Centers for Disease Control (CDC) State Department of Health, local and county authorities, and other agencies and resources. Our response and plans may adjust according to the recommendations from these organizations.

- As a standard practice, we have an emergency preparedness plan in place. We will continue to follow it as this situation evolves or update it accordingly.
- All caregivers follow established protocol regarding staying home when sick. This practice is not new to our staff.
- Communication with caregivers to assess any known risk factors, such as travel to areas with widespread outbreaks or local contact in areas known to have reported cases are ongoing. We have advised them not to report to work if they are deemed high-risk.
- We believe that home remains the safest place for you or your loved one, as indications show that the virus is spread more quickly in facilities and larger group or public settings. Possible exposure will remain the lowest for those who are able to stay in their homes with limited outside contact.
- For clients we serve who reside in facilities or other group-type living situations, we will work closely with the facility on any protocols, exchange of information, or other guidelines as necessary.
- Many of our clients are especially at risk, given they are older adults or have underlying health issues. We are vigilant about our need to help protect these individuals from illness be it the flu, COVID-19, or any other communicable disease.

Contingency Planning for You or Your Loved One

- Depending on the severity of the spread of illness in communities or the response taken by national and state authorities (ex. mandatory isolation, closure of schools, etc.), our staffing levels may be affected. As a result, we may be unable to cover all shifts.
- We will make every effort possible to provide our clients with safe and appropriate care and seek to avoid canceling shifts, however, we cannot guarantee this will not occur given the uncertainties about this situation.
- At all times, regardless of a viral outbreak or other situation, we strongly recommend that our clients have alternative arrangements for the provisions of care in the event we are unable to provide services.
- We encourage you to begin considering and putting into place back-up plans now, as the severity of the spread of this illness and planned interventions is still uncertain.

What You Can Do to Protect Yourself and Your Family

- Make arrangements to obtain extra medication, food & water, basic necessities, and personal protective equipment (gloves, masks, etc.)
- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue in the trash and wash your hands.
- Regularly clean and disinfect frequently touched objects and surfaces.
- Eat well, drink lots of water and get rest to strengthen your immune system.
- Have a family emergency preparedness plan that includes care coverage and back up support, if possible.
- Stay at home, away from larger gatherings, and apart from others if you are feeling ill.
- If you have underlying medical issues that put you in the high-risk category,

avoid large public gatherings or other places outside the home. Limit your contact with others.

Other Important Information to Remember

- Do Not Panic.
- Stay Informed and Reach Out for Help if You Need It.
- A recent study estimated a vast majority of people who become infected with COVID-19 will have a mild case and fully recover without complications.

Important Resources

[Interim Guidelines for Implementing Home Care for People Not Requiring Hospitalization for Coronavirus Disease](#)

[Preventing the Spread of Coronavirus Disease 2019 in Homes and Residential Communities](#)

[If You Are at Higher Risk](#)

If you have any questions, please contact our office at 949-916-6705 and ask for Kraig Nakano or Parker Wells. We want to assure you that we are following all the necessary protocol to protect our clients and your loved one and will continue to update you as more information becomes available.

Sincerely,

Kraig Nakano & Parker Wells

Care To Stay Home