



RE: Remote Nurse Monitoring Program

March 21, 2020

Dear Care To Stay Home 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. As you know, this situation continues to develop rapidly as new cases are identified in our communities and our protocols will be adjusted as needed.

In light of the current Public Health emergency, Care To Stay Home is implementing a new program in response to the concerns over COVID-19. This new program, called the Remote Nurse Monitoring Program, is designed to help our team to actively monitor the health and safety of our clients and employees. Care To Stay Home is utilizing a team of Registered Nurses who will be reaching out via phone to speak with our clients and employees.

Through these calls, our nurses and care management team will:

1. Connect with Clients and Employees to ask them how they are doing
2. Educate Clients and Employees on how to remain safe and to reinforce the guidelines as recommended by the Centers for Disease Control and Prevention (CDC), State of CA, County Health Departments, and other local authorities.
3. Evaluate the Health and Safety of clients and employees
4. Monitor and Support clients and employees who may be exhibiting signs and symptoms similar to those of COVID-19 as identified by the CDC

We are actively evaluating all of the risks posed by this emerging and evolving public health crisis. We will continue to monitor employees and clients and encourage social distancing practices where possible.

**Remote Nurse Hotline: 949-264-2067**

We are following updates and procedures from the Centers for Disease Control (CDC) State Department of Health, the Home Care Association of America and other county and local 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 will advise them not to report to work if they are deemed high-risk.
- 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. These measures are not new to us as we seek to minimize risk regularly for our clients, regardless of an outbreak such as this new coronavirus.

We are asking for your help and cooperation as our team of Registered Nurses reach out to speak with you or your family members about your loved one's health and condition. We want to do our best to deploy the appropriate resources to help those impacted by this virus. We are all working together to help limit the spread of this disease and minimize its impact on our clients and employees.

If you have any questions or concerns regarding the Remote Nurse Monitoring Program, please feel free to reach out to me directly at (949) 916-1070 or [Parker@CareToStayHome.com](mailto:Parker@CareToStayHome.com)

Sincerely,

Parker Wells  
Care To Stay Home