



RE: Remote Nurse Monitoring Program

March 21, 2020

Dear Care To Stay Home Employees,

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 has contracted with a team of Registered Nurses who will be reaching out via phone to speak with every client and employee.

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 & to reinforce the guidelines as recommended by the Centers for Disease Control and Prevention (CDC)
3. Evaluate the Health and Safety of every client and employee
4. Monitor and Support clients and employees who may be exhibiting the signs and symptoms of COVID-19 as identified by the CDC

Please be prepared to receive a call from either Keri Beck, Chelsea Baker, or another CTSH staff. They are, in coordination with our Care Management team, reaching out to all Clients and Employees to check in on their health. If you miss a call from them, please return their call as soon as you are able to.

Remote Nurse Hotline: 949-264-2067

At this time, we are unaware of any company personnel being infected with the COVID-19 virus. However, we are actively evaluating all business-related risks posed by this emerging and evolving public health situation. We are and will continue to monitor employees and clients alike and will implement social distancing practices where possible.

We are following updates and procedures from the Centers for Disease Control (CDC) State Department of Health, local and county authorities, the Home Care Association of America 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.
- We are evaluating each employee's situation to determine who may need to stay home and who may be able to go into work. If it is determined that you are 'High-Risk' you may be required to stay home
- 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.

If you have concerns about 2019 Novel Coronavirus, we urge you to review FAQs developed and published by the US Centers for Disease Control: <https://www.cdc.gov/coronavirus/2019-ncov/faq.html>; the Department of Industrial Relations: <https://www.dir.ca.gov/dosh/Coronavirus-info.html>; and other information that has been published by public health agencies. At this time the CDC has issued a Level 3 Travel Warning for China, Iran, South Korea, and Italy and a Level 2 Travel Warning for Japan. If you (1) have been to these areas in the past 14 days; (2) have had close contact with someone who has been to these areas in the past 14 days; or (3) have had close contact with a person confirmed to have, or being evaluated for, COVID-19 infection, please stay home and call us in 14 days to discuss appropriate measures to protect yourself and others.

The virus causing the 2019 novel Coronavirus/COVID-19 IS NOT the same as viruses that are common and cause mild illnesses, like the common cold. As a reminder, we are in seasonal flu season which currently appears to pose significant risks to Americans. If you have not received a flu shot and it is not medically contraindicated for you, we strongly recommend you consider being vaccinated. Among other things, being vaccinated from seasonal flu can assist health care providers in assessing whether symptoms of illness may be associated with other illnesses including COVID-19. As always, please also take everyday preventive actions to help prevent the spread of respiratory viruses, including:

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

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.

¹ Close contact is defined by the CDC as a) being within approximately 6 feet (2 meters) of a COVID-19 case for a prolonged period of time; **close contact can occur while caring for, living with, visiting, or sharing a health care waiting area or room with a COVID-19 case**
 – or – b) having direct contact with infectious secretions of a COVID-19 case (e.g., being coughed on)

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

Sincerely,

Parker Wells
Care To Stay Home