



## COVID-19 Company Updates

May 29, 2020

Dear Clients and Family Members,

We hope this letter finds you and your family well. Our company is working hard to ensure as little disruption as possible to our services in light of the current COVID-19 pandemic. We continue to implement procedures to keep our clients and employees safe and have continued to follow all Federal, State, and Local guidance for Home Care Organizations.

Our entire team has been working tirelessly, behind the scenes to support our frontline healthcare professionals. We want to keep you informed of the various programs that we have been working on to keep you and your loved ones safe. We are asking our clients and family members to join our efforts in fighting COVID-19. Please review with your family the [CDC's recommendations for Older Adults](#).

We believe the health and safety of every customer and employee are essential. Over the past 2 months, our team has been working tirelessly to help keep you and your loved ones safe. We have implemented numerous programs and initiatives as a part of our emergency plan and would like to update you on a few of the programs that we have implemented over the past 2 months:

- **Remote Nurse Monitoring Program:** We have multiple Registered Nurses calling all customers and employees on a weekly basis to check in and see how they are doing.
  - Our nurses are actively monitoring any client or employee who may present with any signs or symptoms of COVID-19. To date, we have not had any employee or client test positive for COVID-19.
- **Paid Sick Leave Expansion:** We do not require any of our staff to report to work if they are sick. In fact, we have expanded our Paid Sick Leave policy and created an emergency relief fund to help ensure our caregivers have what they need if they miss a few days of work.
  - We are asking all staff and clients to self-monitor and self-report any signs or symptoms of COVID-19. Our Remote Nurses are also actively monitoring employees and customers for signs and symptoms of COVID-19.

- Personal Protective Equipment (PPE) for ALL staff: We continue to distribute cloth masks to all our employees and continue to ask clients and employees to wear a mask for their own protection and the protection of others. Where necessary, we are deploying additional supplies and resources to our staff.
  - Additional PPE supplies are being secured, however, we are asking ALL clients to keep masks, gloves, sanitization supplies on hand for use in the home.
- Virtual Assessments: We have expanded our services to enable Virtual Client Assessments by our Sales and Marketing team or by our Registered Nurse. We continue to expand our use of technology to connect with our clients and our employees.
- Ongoing Employee Training: We continue to train our entire team on COVID-19 and other relevant topics. Employees are paid for their time completing the training and their participation is documented.
- Remote Case Management: Care Managers are constantly monitoring each client and employee's well-being on a routine basis. This includes welfare calls and check-in with our clients and employees and general updates on resources available.
- Employee Feedback and Resources: We continue to reach our employees in various ways to provide them with support, resources, and tools to help keep them safe and healthy at this time. We continue to provide a variety of resources, from CDC Guidelines to Educational Resources designed to help our caregivers provide better care to our clients.

We continue to ask our clients and families to practice Social Distancing in the home, keep and maintain adequate supplies of household sanitation items (Clorox wipes, hand sanitizer, antibacterial soap, cleaning supplies, and solutions, etc) on hand. We are asking our clients to provide as much Personal Protective Equipment (Gloves, masks, gowns, etc) in the home. These supplies are still in short supply and we are asking our families to secure these materials as best as possible. We continue to advise our clients and families to keep at least a 30-day supply of medications on hand.

We need your help to fight the spread of COVID-19. Together, we can help reduce the transmission of this potentially deadly disease. Please call our Remote Nurse Line (949) 264-2067 or [email us](#) if a client or anyone in the home has had any of the [Signs and Symptoms](#) of COVID-19. Please continue to wash your hands and practice Social Distancing. If you have any questions or concerns, please do not hesitate to contact our office.

Sincerely,



Parker Wells