



December 31, 2020

Dear Clients and Family Members,

First, we want to wish you and your family a Happy New Year! We hope 2021 brings you and your family joy, happiness and health. As the year draws to a close, we want to share with you updates regarding COVID-19, its impact on services and Care To Stay Home, and strengthening our partnership in care as we enter 2021.

Our company is working hard to ensure as little disruption to services as possible during the current pandemic. With the recent surge in Southern California cases, the impacts of COVID-19 are further straining our health care system and community resources. We have implemented procedures to help keep clients and employees safe and continue to follow Federal, State, and Local guidance for Home Care Organizations to limit exposure and contact with COVID-19 positive or suspected cases.

As cases and exposures have increased, we have had to remove staff from assignments to reduce the risk of potentially transmitting the SARS COV2 virus to other staff members and clients. As part of the guidance provided by the California Department of Public Health and the Centers for Disease Control and Prevention, we must remove any person from work who comes in close contact with any person diagnosed with COVID-19. This has significantly limited the availability of staff and resources. Team members are working extra shifts and longer hours to help cover those employees who are unavailable due to COVID-19 restrictions.

We continue to ask our clients and families to practice Social Distancing in the home, Wear Masks when staff are working, Hand Wash or Sanitize frequently, and to Increase Fresh Air circulation whenever possible. Clients should secure their own Personal Protective Equipment (Gloves, masks, gowns, etc) for use in the home and maintain adequate supplies of household sanitation items (Clorox wipes, hand sanitizer, antibacterial soap, cleaning supplies, etc) to use daily. We also continue to advise our clients and families to keep at least a 30-day supply of medications on hand.

Care To Stay Home is actively monitoring the situation and has asked every employee to self monitor their health for any signs and symptoms of COVID-19. We are also following the Centers for Disease Control and Prevention (CDC), California Department of Public Health and CalOSHA guidelines on when an employee may return to work

after contracting COVID-19. We want to inform you of the current Return to Work criteria. Employees may not return to work until these conditions have been met.

1. COVID-19 cases with COVID-19 symptoms will not return to work until all the following have occurred:
 - a. At least 24 hours have passed since a fever of 100.4 or higher has resolved without the use of fever-reducing medications.
 - b. COVID-19 symptoms have improved.
 - c. At least 10 days have passed since COVID-19 symptoms first appeared.
2. COVID-19 cases who tested positive but never developed COVID-19 symptoms will not return to work until a minimum of 10 days have passed since the date of specimen collection of their first positive COVID-19 test.
3. All asymptomatic close contacts (within 6 feet of an infected person for a cumulative total of 15 minutes or more over a 24-hour period) may discontinue quarantine after Day 10 from the date of last exposure with or without testing.

We are seeing an increase in the number of clients and their family members who are also managing through COVID-19 related circumstances. If these arise, we ask our staff to wear company issued Personal Protective Equipment to help keep themselves safe while working in the home. Even with precautions, we have had staff who are not comfortable working with COVID-19 related situations due to their own health concerns or that of their families members. This has added to the complexity of staffing, scheduling and caring for all of our families.

We continue to receive inquiries asking to admit COVID-19 positive cases from local hospitals. We have decided not to admit these cases at this time. We are asking potential clients to complete their quarantine periods and to be symptom free prior to coming home before care may be provided. We are trying to ensure that the home environment remains COVID free and have asked our clients to limit outside visitors to the home, to monitor family members for COVID symptoms, and to notify us if they have any close contact with anyone sick or who has tested positive for COVID-19.

Care To Stay Home has been working around the clock to support our frontline healthcare professionals in the home. We are asking our clients and family members to join our efforts in fighting COVID-19 and help monitor and manage the outbreak in our community. We can all do our part to reduce the transmission of COVID-19. The CDC and Care To Stay Home recommend wearing a mask or face covering to protect you and those around you, washing your hands frequently, clean high-touch areas in the home, and to stay home if you are sick.

While we are doing everything we can to continue providing services to all of our

clients, it's important that we inform you that there may be times where a care provider or services becomes unavailable immediately. Due to this unprecedented reality, we are asking families to prepare back-up and contingency plans in the event Care To Stay Home staff are unavailable due to COVID-19 restrictions. Please review the [CDC's recommendations for Older Adults](#) as this may help provide recommendations when preparing contingency plans.

We need your help to fight the spread of COVID-19. Together, we can help reduce the transmission of this devastating disease. Please call our office (949) 916-6705 or [email us](#) if a client or anyone in the home has had any of the [Signs and Symptoms](#) of COVID-19.

If you have any questions or concerns, please do not hesitate to contact our office.

Sincerely,

A handwritten signature in black ink, appearing to read "Parker Wells", with a stylized flourish at the end.

Parker Wells