



May 21, 2021

Dear Clients and Family Members,

We hope this letter finds you and your family doing well. We know this last year has been unlike any other year we have ever experienced. We understand how difficult it has been for some, and we appreciate your trust and confidence in our team to help keep your loved ones safe at home during this time. We have felt your support and believe that these past 14 months have strengthened our partnership in care with many of our clients and employees.

As we look forward to a post-covid care environment, we ask for your continued support and understanding as we continue to provide our services to you and your family. We have worked tirelessly to strengthen our services to keep our clients and employees safe and we remain committed to that goal. We appreciate your support and understanding as we continue to work through new challenges. With that in mind, here are a few key considerations we would like all our clients and families to be aware of.

Vaccine Availability

The Covid-19 Vaccine is now more widely available for distribution. The Vaccines are safe and effective. Care To Stay Home is encouraging all clients and employees to receive the COVID-19 Vaccine. We would encourage each of you to evaluate your own personal circumstances and situation to determine if this vaccine is right for you. The decision to vaccinate is a personal choice and is not required or mandated by Care To Stay Home. We support the personal choices for each client and employee and will not refuse service or employment based on your vaccination status. To learn more about the vaccine and to help you decide if this is right for you, please visit the [Centers for Disease Control and Prevention](#) website: [The Benefits of Getting a COVID-19 Vaccine.](#)

Continued COVID-19 Monitoring

We continue to actively monitor our clients and employees for any signs or symptoms of Covid-19. Over the past 12 months, we have actively communicated with and provided additional training to our employees on how to identify signs or symptoms of Covid-19 and how to reduce the spread at work. Our education and training efforts were very successful and were instrumental in keeping our clients safe at home with no caregiver-to-client transmissions. We continue to exercise an abundance of caution when it comes to preventing illnesses from spreading in the workplace. We have improved many of our infection control measures and have expanded programs to help keep our clients and employees safe. One such program has been the expansion of our Paid Sick Leave program that allows our employees to stay home if they are sick. We plan to extend these benefits and programs to allow more paid time away from work to recover from any illness.

We have asked our employees to report any signs or symptoms of an illness to us as soon as they develop. In some cases, depending on the timing of when symptoms are reported and the severity of those symptoms, we may have situations when staff may need to be removed from work immediately. This may continue to cause some service disruptions, however, we are working to limit these incidents as best as possible.

Return to Work Criteria

While we continue to see Covid-19 cases decline and vaccination rates increase, we are still 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. We want to inform you of the current Return to Work criteria that we are abiding by. 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:
 - At least 24 hours have passed since a fever of 100.4 or higher has resolved without the use of fever-reducing medications.
 - COVID-19 symptoms have improved.
 - 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.

Should any client or anyone living at the home where services are being rendered develop any signs or symptoms of COVID-19, we ask our staff to wear company issued Personal Protective Equipment to help keep themselves safe. 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 family members. This has added to the complexity of staffing, scheduling, and caring for all of our families.

We continue to ask our clients and families to Notify Us if anyone in the home has symptoms of COVID-19 or potential exposure, practice Social Distancing in the home, Wear Masks when staff are working, Hand Wash or Sanitize frequently, and 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.

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 service becomes unavailable without advance notice. Due to this unprecedented reality, we are asking families to prepare backup 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 have also provided more details on our COVID-19 Response on our website, [here](#).

As we move toward a post-covid care environment, we will continue to exercise an abundance of caution in our staffing and deployment of caregiving services. We recognize the value of many of the programs that were deployed over the past year. We have seen the positive impact of increasing our paid sick leave policy, increasing our training and access to education materials, implementing a Remote Nurse Monitoring program, and even increasing employee wages to help during these times. We are increasing our efforts to recruit, train and hire more in-home care providers to meet the needs of our organization. We will continue to invest in our employees by increasing our training, improving our employee benefits and pay in order to retain more staff to care for our clients. Some clients may see very modest rate increases in the coming months to help support our continued efforts to keep our clients and employees safe at home.

We thank you for your trust and continued confidence in our team. We believe the home is the safest place for your loved ones, and we remain committed to our mission of enhancing the Independence, Dignity, and Quality of Life for every client we serve and employee we work with.

Sincerely,

Care To Stay Home Management