



August 27, 2021

Previously Emailed

Dear Clients and Family Members,

First, we would like to thank you and your family for your continued trust and confidence in our team during these unprecedented times. Our goal, from the outset of the pandemic, has been to ensure the health and safety of our clients and our employees. We appreciate your patience and understanding as we continue to monitor and adjust our services to meet the ever changing landscape presented by COVID-19. We would like to take a minute to update you on the status of COVID-19 in California and what we are doing in response to the Delta variant and other Public Health Orders and Mandates.

Many people have heard about the need to mandate Vaccines and that the current COVID-19 outbreak has been linked to unvaccinated individuals. As a result, the California Department of Public Health recently issued a new Public Health Order to address the outbreaks and to outline new mandates for healthcare workers. We would like to highlight a few important elements as they pertain to your care at home. Please click [here](#) to read the entire California Department of Public Health Order.

As stated in the abovementioned order, the California Department of Public Health is now requiring all healthcare workers who work in the Hospital, Skilled Nursing Facility, Congregate Living Health Facility, Adult Day Health Facility, and other healthcare settings to receive the COVID-19 Vaccine. There are some exemptions for healthcare workers in these settings as outlined in the order. The CA Department of Public Health stopped short of mandating vaccines for In-Home Care workers, however the Los Angeles County Health Department has ordered In-Home Care workers to receive the vaccine unless the individual is exempt from taking the vaccine. You can read more about the Los Angeles County Department of Public Health order [here](#).

Care To Stay Home is encouraging all clients and employees to receive the COVID-19 Vaccine, but we also understand that the decision to become vaccinated is a deeply personal choice. We are allowing time off for staff who wish to receive the vaccine and encourage each of you to evaluate your own personal circumstances to determine if this vaccine is right for you. We support the personal choices for each client and employee and will not refuse service or employment based on your vaccination status. We continue to respect the privacy of our clients and staff and will protect sensitive health

information for both customers and employees. 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 18 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. These education and training efforts were very successful and instrumental in keeping our clients safe at home with no known 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.

While we are doing everything we can to continue providing services to clients, it's important that we inform you that there may be times where a care provider or services becomes unavailable without advance notice. Due to privacy rights and confidentiality, we cannot disclose vaccination statuses and whether an employee may have a qualifying Religious Belief or Medical Exemption from vaccination requirements. This means that unless a client designates to us in writing that all personnel providing care to them are required to be vaccinated, a client may receive care providers of varying vaccination statuses, including being unvaccinated. Because of this unprecedented reality, we are asking families to work with their Care Managers to discuss and 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](#).

### Return to Work Criteria

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) who are not fully vaccinated for COVID-19 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 Immediately at 949-916-6705 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.

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. Despite the shortage of labor in all industries, 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. In the coming months, please be aware that increases in the rates for services will be necessary to keep pace with the extremely dynamic regulatory environment and to assist us in keeping clients and employees safe at home.

We thank you for your trust and continued confidence in our team. We believe 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 Leadership Team