

Dear Clients and Caregivers,

March 16, 2020

"When Martin Luther was dealing with The Black Plague, he wrote in part;

"I shall ask God mercifully to protect us. Then I shall fumigate, help purify the air, administer medicine and take it. I shall avoid places and persons where my presence is not needed in order not to become contaminated and thus perchance inflict and pollute others and so cause their death as a result of my negligence."

This is what Home at Heart Care is also doing. We are asking for God's protection and also taking the following steps to be wise providers during the peak of this threat.

I have asked our staff to implement the following protective measures. These measures are for the safety of all of our clients, caregivers and staff and to ensure that we will be able to continue to provide care for many years to come.

- We are sending home anyone who has cold like symptoms, this applies to office staff and caregivers.
- Clients or household members of clients, must notify Caregivers or QP's of illness. We cannot force a caregiver to provide services for a client that has the Corona Virus Symptoms, but will work with our clients as much as able on backup staffing plans.
  - All clients should review backup staffing plans. As such please be aware that Home at Heart Care is very limited in available staff.
- New Intakes should be done by Company Officers as much as possible, personal contact should be minimized.

- Effective today I am asking our Supervision Staff to refrain from all client visits for evaluations. These will be conducted by telephone calls until further notice.
- Caregivers and Clients please update our office with your accurate phone, email and mailing contact information.
- It is highly recommended that Caregivers utilize E-Timecards to avoid unnecessary physical contact. Many places that our Caregivers use for faxing paper timesheets have closed.
- Monday March 23<sup>rd</sup> our office doors will be locked and open for appointment only. Caregivers may still put their paper timesheets in the drop-box outside the door or mail them.
- March 26<sup>th</sup> will be the last day that employees can pick up paper checks until further notice. After March any remaining paper checks will be mailed. All employees should move to direct deposit using bank accounts or debit cards as soon as possible. We are currently considering eliminating paper checks for health and fraud reasons.
- Caregivers must consider how to socially distance with their family, and as they do so, please consider including your clients in that circle when able. They still need you and they need you healthy.
- Caregivers must use gloves when caring for their clients. Our glove supplies are adequate for our current staff.
- Masks are limited in supply and Home at Heart Care does not stock these. If someone wishes to wear a mask, they may do so but as of now, must provide their own.
- Home at Heart Care will not be doing Fingerprint Studies except by advance appointment until further notice.
- Classroom Training, Caregiver Cafés & Public Marketing Events have been canceled until further notice.
- Please practice the recommended CDC Mitigation Measures enclosed in this letter.

May God Bless and Protect you all,

*Bruce*

**Center for Disease Control, Mitigation measures for immediate implementation:**

- Support your schools' decisions to close: Proactive school closings save more lives than reactive school closings. Your schools should close now... before infections are present. Closed schools do not mean playdates for children — this counteracts the social distancing the school closures are meant to create in the first place.
- 6 feet: The COVID-19 virus spreads through droplets. They can move 6 feet before gravity brings them to earth. Stay 6 feet away from people if you need to go outside.
- Meticulous hand washing: Wash thoroughly and wash often. Alcohol-based hand sanitizer works well if your hands are otherwise clean.
- Do not touch your face. This is hard. This is a learned skill... practice often.
- Clean doorknobs, toilets, cellphones, countertops, refrigerator handles and so on many times each day. The virus could live on certain surfaces for 4-72 hours.
- If you can work from home, work from home.
- No tournaments, no sports events, no soccer, baseball, dance, volleyball, softball, gymnastics, concerts, martial arts, etc. We don't care how much they claim they will clean the equipment.
- Cancel vacation travel. We know you planned this for a long time. You will be saving many lives by doing so... perhaps someone you know.
- Cancel weddings/ Bar/Bat Mitzvahs, birthday parties and so on. Help other people live so they can celebrate future events too.
- If you are over 60 years old you should stay home. You should only go out if there is a critical need.
- Do not congregate in a restaurant, bar, etc. Again, you will save the lives of people you will never meet.
- If you feel sick stay home. It doesn't matter if you don't feel too sick. Going to work will put countless other people at risk of suffering or dying.
- Cancel all business travel. Your life and the lives of others are more important.
- Expect supply chain issues: Work with your doctor to try to get a 3 month supply of medication.
- Many grocery stores have order ahead options with either pick up or delivery. There are online grocery delivery services available in many areas. Wash your hands thoroughly after unpacking groceries.