



March 12, 2020

To Our Valued Clients –

Because the safety and well-being of our clients and caregivers is at the very top of our concerns during these challenging times, we are writing to share some important information about the coronavirus and some recommendations and temporary directives being put in place effective immediately that may affect the care we provide to you.

We are basing these recommendations and directives on current recommendations from the U.S. Centers for Disease Control and Prevention (CDC). We will continue to provide updates as the situation changes.

Recommendations for Our Clients:

- **If you are experiencing any of the symptoms of the coronavirus below**, we recommend that you seek medical attention as you normally would and follow your physician's instructions. We also ask that you please call and let us know.
 - Fever
 - Cough
 - Shortness of Breath
- **We're committed to providing the care you need, but if you would prefer for your caregiver(s) not to visit your home**, please call us and let us know. This is especially relevant if your services are non-essential. We are expecting a reduction in our caregiver workforce during this period, and any caregiver that is not truly required may be more valuable elsewhere.
- For your safety, **you may want to consider not accompanying your caregiver to grocery stores, errands, or other outings** unless necessary.
- **Regarding the use of facemasks** – Facemasks are in short supply, and are only recommended for people who actually have the virus. Masks are worn by the sick person to prevent transmission of the virus to others. You do not need to wear a mask unless you actually have the virus, and we have instructed our caregivers not to wear them to ensure they are available for those who truly need them as they are in short supply.
- **Call 211 if you have questions.** The 211 Connecticut line is available 24/7, 365 days per year.

We also wanted to share with you the directives we have shared with our caregivers (attached) that become effective today, so that you know what they have been told.

We are focused on delivering the best possible care to you and others, and ensuring our caregiver employees are able to do so with the lowest possible risk. We appreciate your understanding and cooperation during these trying times, and we look forward to resuming "business as usual" once the situation changes. In the interim, please don't hesitate to call us if we can be of any assistance.

Companions & Homemakers

How We Have Directed Our Caregivers:

- **If you are experiencing any of the symptoms of the coronavirus below**, call your office, do not go to your clients, and consult your physician.
 - Fever
 - Cough
 - Shortness of Breath
- **If you know that you have been exposed to someone with the coronavirus**, call the office and do not go to your clients.
- **If you were out of the country in an area with a coronavirus outbreak during the last two weeks**, call the office and do not go to your clients.
- **If your client lives in a facility or multi-unit housing** and you are told you cannot enter to service your client, please notify your office immediately.
- **If your client chooses not to accompany you to get groceries** and you don't have a way to pay for them without your client being present, please call your office for direction.
- **Protect yourself and others by washing your hands frequently and avoid touching your eyes, nose and mouth.** Washing your hands for at least 20 seconds is more effective than hand sanitizer.
- **Wipe down counters and other surfaces with disinfectant.**
- **If you cough or sneeze**, cover your mouth and nose with a tissue or use the inside of your elbow. Throw used tissues in the trash. Immediately wash your hands with soap and water for at least 20 seconds.
- **Regarding wearing facemasks.** Facemasks are in short supply, and are only recommended for people who actually have the virus. Masks are worn by the sick person to prevent transmission of the virus to others.
- **Call 211 if you have questions.** The 211 Connecticut line is available 24/7, 365 days per year.