

March 19, 2020

Memorandum

To: All Clients and Families
Re: Coronavirus Precautions



Homewatch CareGivers continues to closely monitor on-going developments regarding the Coronavirus, COVID-19. We continue to act in full compliance with the CDC, and in cooperation with local and state health authorities.

We wish to reassure you that we are very concerned for our clients and employees, promoting their continued health, safety, and well-being.

We are taking precautions within our own business, and want you to be aware of the specific steps we have implemented to avoid contracting the disease and to minimize it's spread.

We will be implementing a new policy this week to screen caregivers prior to every shift to ensure that they are asymptomatic, have not come into contact with anyone exhibiting symptoms, and have not traveled, nor come into contact with anyone who has traveled to a high-risk part of the world. We are also acquiring a supply of monitors to take temperatures prior to the start of a shift.

We have always provided our staff with gloves to wear, and will be distributing additional gloves along with liquid hand sanitizer, and tissues. There has been much debate about the effectiveness of facemasks, and we have concerns for how clients may react to caregivers wearing facemasks (in particular, those with cognitive impairments). Nonetheless, we have acquired a reasonable supply of facemasks to distribute to those who may come into contact with someone who has shown signs and symptoms of the virus.

We offer training upon hire, including best practices in the areas of disease prevention and infection control. We have reinforced usage of those techniques to maintain a clean and safe environment, via educational material sent to all caregivers.

We greatly appreciate the opportunity to work with all our clients, their families, and representatives. We thank you for entrusting us with the care of your loved one. We will do everything within our power to ensure their continued good health, safety, and well-being.

Feel free to contact our office anytime you have issues or concerns. We welcome your feedback. We welcome the insights others offer that enable us to improve the quality and delivery of our service.

Sincerely,

Homewatch CareGivers