



March 17, 2020

Dear _____,

This is our second outreach letter regarding the State of Emergency declared in Washington State in response to the COVID-19/Coronavirus pandemic. We are thinking of all our clients self-quarantining and social distancing right now, and we thank you so much for taking these extra precautions to keep yourselves and everyone around you healthy. If you are feeling isolated, please don't hesitate to reach out to us at CHC, we are here for you!

We have continued to coordinate our response to this situation with the guidance of the CDC as well as the Washington State Department of Health and Department of Social and Health Services. As the situation has evolved and presented more challenges, we have evolved our systems to keep up. This letter is to communicate our most recent updates and practices for your review.

We have found it is necessary to create an **Emergency Service Agreement** which is attached for you to review and sign. The purpose of the Emergency Service Agreement is to make sure that our clients are aware:

- That CHC may decrease hours to essential care only
- That CHC Caregivers may reserve the right not to take clients into public places
- Of updated precautions we have put in place to keep CHC Clients safe such as CDC Protocol for Infection Control and Prevention
- That CHC may do frequent check-ins by phone to ensure the wellness of each of our clients

- That CHC will monitor the temperatures of our clients on the days that we are there. I will be distributing temperature tracking logs to be kept in the client binders.
- That CHC may be relying on family members to cover shifts if we are short staffed due to pandemic-induced absenteeism/caregivers being quarantined
- That we ask that our clients report changes of condition to CHC *immediately*, for the safety both of our other vulnerable clients, as well as the safety of our providers.

Once again, we want you to know that we take the health and wellbeing of you, our clients, as well as our caregivers, very seriously. We know that through our cooperation, thoughtfulness and preparation that we will see this through with grace and excellence, as we strive to do with all things. Thank you for taking the time to help all of us stay safe and healthy.

If you have any questions, concerns, or thoughts please do not hesitate to reach out to the CHC office, we are here for you!

In Cooperation and with Fondest Regards,

Nora Edge

General Manager

Capital Homecare Cooperative

Updated list of supplies you should keep on hand:

(Your caregiver will help you procure these if you need it!)

- Thermometer to monitor temperature
- 2-week supply of medications, supplements
- 2-week supply of food
- 2-week supply of water
- 2-week supply of petfood
- Disinfecting spray and wipes
- Disposable Gloves (non-latex)
- Antiseptic Hand Ointment

Tips to Stay Healthy and Protect Other Peoples' Health Too:

- *Wash your hands frequently. Avoid touching your face or hair as much as possible*
- *Cover your coughs and sneezes*
- *Avoid sharing personal household items*
- *Clean all "high touch" surfaces every day (counters, tabletops, doorknobs, etc)*
- *Identify a person(s) or social group who can help you if you need extra help, and ask them to check up on you by phone or other ways to make sure that you are okay*
- *Make sure that you can contact your regular Health Care Provider or PCP when you need advice. Some clinics use "patient portals" to communicate. Most of them will have staff that can take your calls and give you advice.*
- ***If you have signs or symptoms of Coronavirus: Write down the symptoms you may be having. Contact your regular healthcare provider first. DO NOT GO TO A CLINIC OR HOSPITAL WITHOUT CALLING AHEAD. Follow the direction of your Health Care Provider.***