



March 24, 2020

Greetings from Piedmont HomeHealth!

All of us at Piedmont HomeHealth thank you for the opportunity to deliver exceptional care to you or your loved ones. With the rapidly changing situation regarding coronavirus (COVID-19), we know that many in our Piedmont HomeHealth family are concerned about the health and safety of our clients and staff. Like you, we're keeping a close eye on the impact of coronavirus in our community and around the world. We continue to monitor the situation and are committed to supporting our clients the best we can. We understand the importance of staying informed on the latest developments, and we are adjusting our operations as needed. The PHH office is having daily conversations around our collective preparedness to ensure exceptional care for our clients and to safeguard our care staff from unnecessary exposure.

Our primary focus as we build out new protocols is around preparedness and prevention. To that end, Piedmont HomeHealth has been in communication with the public health department, the NC Department of Health and Human Services, and the NC Home Care Association – all of which have provided effective guidance around necessary preparations.

To help prevent further spread of the virus, the Piedmont HomeHealth office is taking the following precautions:

- Suspending all trainings and non-essential meetings with our care staff
- Suspending all non-essential client visits
- Requesting that all care staff limit office visits
- Implementing new procedures for caregivers around enhanced cleaning in the home
- Implementing self-monitoring protocol (more on that below)
- Reviewing pathogen training and standard precautions training with all care staff
- More frequent cleaning in the office

When speaking about prevention, the single most important thing to consider is to protect yourself and those around you. Please follow these recommendations provided by the CDC:

- Wash your hands regularly with soap and water for at least 20 seconds.
- Avoid close contact with anyone who is coughing or sneezing.
- Avoid touching your face, especially with unwashed hands.
- Cover sneezes and coughs with your elbow or a tissue.
- Limit hand shaking, instead consider an elbow bump.

Piedmont HomeHealth is also asking **all caregivers and clients to self-monitor daily** for any risk factor that may contribute to the spread of all illnesses. It's never good to go to work sick, and as a general rule, we have always encouraged our staff to stay home if they have a fever or diagnosed illness. We expect





caregivers and clients to be honest and consistent with their self-monitoring. We are also asking that all clients please notify the office if you:

- You have, or come into contact with anyone who has, traveled by air
- Have come into contact with someone who has tested positive for COVID-19
- Are not feeling well, have a fever over 100°, experiencing shortness of breath
- Have someone in your home who has a fever, or is not feeling well

We are taking the daily screening seriously, and our nursing team is prepared to conduct *on-the-spot health screening* if a caregiver or client reports a fever or other health concern.

There is no need for panic – use common sense and take precautionary measures. Here is the CDC's information on handwashing (the best way to get rid of germs in most situations):
<https://www.cdc.gov/handwashing/when-how-handwashing.html>

If you have additional questions or concerns, please call the office or consult the Forsyth County Public Health Department webpage (https://www.forsyth.cc/PublicHealth/novel_coronavirus.aspx). There you will see numerous resources and links to CDC guidance.

We hope that through a collective effort across our company and community, we can help limit the spread of this virus. We understand this is a tough time for all, but the health, safety, and well-being of our Piedmont HomeHealth family and our community is our greatest concern.

Sincerely,

A handwritten signature in blue ink that reads "Michael Coil". The signature is written in a cursive, flowing style.

Michael Coil
Vice President, Client Services

