



April 1, 2020

Dear Client/Family Member:

Recently, the community-wide transmission of the novel coronavirus (COVID-19) has occurred in the United States, including the area where we operate and live. The number of Persons Under Investigation and confirmed cases are increasing. This situation continues to evolve and rapidly change.

We take the health and safety of our clients and employees very seriously and want to assure you that we are continuing to monitor the development of this situation and taking steps in accordance with CDC and health department guidance.

At this time, we have made the decision not to care for any client who has tested positive for COVID-19, or who becomes infected with COVID-19. We value our relationship with you and will attempt to refer you to a Home Health Agency with the training and ability to help with communicable diseases should you need to continue care while you still test positive for COVID-19. Additionally, we will not allow a caregiver to work if:

1. The Caregiver has been diagnosed with COVID-19 (the Caregiver may return once they have a completed fitness for duty form, or as allowed by health department guidance),
2. The Caregiver has symptoms of COVID-19, but tested negative for the disease or did not indicate as being a candidate for testing (the Caregiver may return once they have been free of fever, signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (*e.g.*, cough suppressants), or as allowed by health department guidance, whichever is longer),
3. The Caregiver has been in close contact without appropriate protection with someone who has been diagnosed with COVID-19 (Caregiver may return to work 14 days after their last exposure to an infected person or with a fitness for duty form), or
4. The Caregiver has had unprotected direct contact with infectious secretions or excretions of anyone diagnosed with COVID-19 (Caregiver may return to work 14 days after their last exposure or with a fitness for duty form).
5. The Caregiver has travelled to or through high risk areas in the past 14 days, meaning any area the CDC classifies as Level 3 (*i.e.*, an area with widespread, ongoing community transmission), which on March 17, 2020 included Europe, South Korea, Iran, China and the United Kingdom (Caregiver may return to work 14 days after returning from such an area or with a fitness for duty form)

6. The Caregiver has been on a cruise in the last 14 days (Caregiver may return to work 14 days after returning from a cruise or with a fitness for duty form).

Immediately before every shift, we will also have our caregivers certify that they:

- Are fever free,
- Are asymptomatic,
- Have not been in close contact with someone who has tested positive for COVID-19 without proper protection,
- Have not had unprotected direct contact with infectious secretions or excretions of anyone diagnosed with COVID-19,
- Have not travelled to or through a high-risk area noted above, or
- Not been on a cruise within the past 14 days.

If they respond in the affirmative, the caregiver will not be allowed to treat you (the client) and must instead remain off work as described above.

Similarly, we ask that you notify us immediately if you, a member of your household or a visitor to your home experience the symptoms of COVID-19, or learn that you have been in close contact with someone diagnosed with COVID-19. Also, please notify us if you, another member of your household or visitor to your home has been in or through any of the high-risk areas noted above or on a cruise in the past 14 days.

Additionally, we will begin requiring caregivers to screen clients for signs or symptoms of COVID-19. If the screen suggests you may possibly be infected with COVID-19, or you have a change in condition and begin showing symptoms of COVID-19, we will notify your physician and/or designated family member to determine next steps. If possible, our caregiver will stay at least 6 feet away from you while assessing you.

Below is some additional helpful information:

### **Recognizing Symptoms**

According to the CDC, the symptoms of COVID-19 include:

- Coughing, sneezing
- Fever



- Shortness of breath, difficulty breathing
- Or early symptoms such as chills, body aches, sore throat, headache, diarrhea, nausea/vomiting, and runny nose.

If you develop a fever or symptoms of respiratory illness, such as cough or shortness of breath, call your health-care provider right away.

### **Protect Yourself**

The CDC has the following recommendations to reduce exposure to and transmission of a range of illnesses, including COVID-19:

- Frequently clean hands by using alcohol-based hand sanitizer or soap and water for at least 20 seconds;
- When coughing and sneezing cover mouth and nose with flexed elbow or tissue – throw tissue away immediately and wash hands;
- Avoid close contact with anyone with fever and cough;
- Avoid consumption of raw or undercooked animal products. Handle raw meat, milk or animal organs with care, to avoid cross-contamination with uncooked foods, as good food safety practices require.

We appreciate your continued business and look forward to continuing to care for you. Should you have any questions or concerns, please contact the office. You may also learn more by visiting: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

Sincerely yours,  
*Qiana James*

Qiana James  
Founder/CEO  
Friendly Faces Senior Care  
1980 Post Oak Blvd. Suite 1500  
Houston, Texas 77056