



March 13, 2020

Dear Clients & Family Members,

The health and safety of associates and those we serve is our highest priority. We continue to do all we can to minimize the risk of the coronavirus (COVID-19). We are following the guidance of the Centers for Medicare and Medicaid Services (CMS), Centers for Disease Control and Prevention (CDC) guidance, and state and local governments in relation to administering Home Care services. I am writing to share more detail with you regarding these changes required as a result of the coronavirus situation.

- Out of an abundance of caution, we have developed a screening tool for clients and associates that must be completed **prior** to scheduled visits. The screening tool for clients is attached for reference.
- Rest assured associates and clients alike must meet **all** screening criteria before they are free to administer and/or receive service.
- If a client presents with a “**yes**” to any of the screening questions on the attached document, services will need to be suspended and the clients will need to contact their medical provider.
- If a client answers ‘**no**’ to all of the questions on the attached document but has a fever 100 degrees F or greater, they will be instructed to contact their medical provider and self-quarantine until appropriate COVID-19 testing is available to them and they are deemed COVID-19 negative. Otherwise they will self-quarantine for 14 days which is consistent with the incubation period of the coronavirus.

In order to complete these screenings prior to scheduled appointments, assigned associates will call client contacts within 24 hours of the scheduled visit to ensure clients are cleared for service. We support these restrictions from multiple governmental agencies as they are clearly focused on minimizing the risk of exposure of coronavirus to the most vulnerable clients we serve. We also know this is a dramatic step that will require openness to change and understanding. If you have concerns or questions, please contact us at [PHONE NUMBER].

We are also committed to sharing timely information on a dedicated page on our website, <https://www.asbury.org/news/asbury-covid-19-planning-update/>. This information is updated regularly.

Additional documentation from the CDC about coronavirus can be found by going to www.cdc.gov/coronavirus.

Thank you for your cooperation and understanding.

Sincerely,

Director of Home Care