

### **To Our Valued Clients,**

I am reaching out to assure you that our Client's and Caregiver's safety and well-being remain our *highest priority*. Therefore, we wanted to share a few updates about the extra precautions we are taking to prevent the spread of COVID-19.

#### **Care Assurance**

Senior Helpers SLO is an essential business and still available to serve you 24/7. We are taking exceptional care to help prevent the spread of infection in the community and in Clients' homes. We are here to care for you and your family.

#### **New Caregiver Precaution Program:**

- We require all Caregivers to complete a healthcare screening questionnaire provided by the CDC in order to work. Every Caregiver must be symptom free to provide care.
- All Caregivers have been provided with thermometers. Each Caregiver is required to take their temperature before entering the Client's home. If there is an abnormal reading, they will not enter the Client's home and will call our office.
- Frequent handwashing is required before providing care, throughout the shift, and upon completing care.
- All Caregivers have been provided with gloves and masks and will be utilizing these as needed.
- Education and training for our Caregivers is ongoing to update and reinforce CDC guidelines for proper infection control and hygiene practices.

Our Clinical Management Team regularly monitors CDC and government updates in this quickly changing environment. We will continue to review these updates and provide training to maximize the safety of our Clients and Caregivers, while providing the highest level of care possible.

If you have questions or concerns, please contact us. We are always here to assist, especially during this period of uncertainty. **THANK YOU** for your trust and confidence in our service.

Jas Dhillon, President and Senior Helpers SLO Staff