



March 20, 2020

Dear Partners In Care:

As a trusted referral source, I value and appreciate the trust you place in us to take care of your patients. That's why I want to personally update you on the situation with COVID-19 (the coronavirus) and the steps we are taking to ensure the health and safety of our clients.

FirstLight Home Care of West Bend is actively monitoring the progression of the coronavirus, COVID-19, to ensure that we have the most accurate and latest information. As you know, this situation continues to develop rapidly as new cases are identified in our communities. We want to share with you how our company is responding to the threat of COVID-19.

The infection control practices we have in place conform to OSHA regulations, CDC guidelines, the Accreditation Commission for Health Care standards and state and local regulations. Our response and plans may adjust according to the recommendations from these organizations. And please know, our goal in all of this is to be prepared...not panicked.

- As a standard practice, we have an infection control plan in place. We will continue to follow it as this situation evolves or update it accordingly.
- All FirstLight caregivers follow established protocol regarding staying home when sick. This practice is not new to our staff.
- Our caregivers understand they are considered essential healthcare workers during this crisis and are prepared to fulfill their responsibilities.
- Communication with caregivers to assess any known risk factors, such as travel to areas with widespread outbreaks or local contact in areas known to have reported cases are ongoing. We will advise them not to report to work if they are deemed high-risk.
- We believe that home remains the safest place for our elderly clients, as indications show that the virus is spread more quickly in facilities and in large group settings. Exposure remains the lowest for those who are able to stay in their homes with limited contact.
- For clients we serve who reside in facilities or other group-type living situations, we will work closely with the facility on protocols, exchange of information or guidelines as necessary.
- Many of our clients are especially at risk, given they are older adults or have underlying health issues. We are vigilant about protecting these individuals from illness be it the flu, COVID-19, or any other communicable disease. These measures are not new to us as we seek to minimize risk regularly for our clients.

- How FirstLight can help you:
  - Provide wellness services and flexible short term companion care to any senior or autoimmune compromised clients including running errands, picking up groceries or necessary medications while sheltering in place.
  - If your facility has implemented lockdowns and are not admitting new clients, we can help keep future residents on your waiting list until you are ready to admit again.
  - Offer consistent staff who can start immediately as I have a bench of skilled, trained and ready to work caregivers.
  - We specialize in hospital to home care in lieu of rehab. Many require additional support services to make sure they have everything they need without having to leave their home.
  - We can help assist in staffing your facility as it becomes necessary.
    - We can commit to providing selected staff to help reduce risk for exposure
    - FLHC can follow the community protocols, such as, where to park, sign in, how to identify as a FLHC caregiver to the community
    - Provide flexible scheduling and let the community know you are ready for short term cases to help clients get through the next few weeks or months.
- FLHC can provide respite, staffing and additional companion care for all hospice patients in any care setting.

If you have any further questions, please feel free to contact me. I want to assure you that we are following all the necessary protocols to protect our clients and families.

Thank you for your continued trust in FirstLight Home Care.

In health and safety,

**Kelly Gengler**

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