

March 15, 2020

Dear Families and Employees of AccuKare,

I hope this information finds you all in a place of inquiry and task orientation as we all seek to do our very best to understand all that is before us. So much information is being thrust at us right now. Much of the information is being presented through the filters of news media, social media, friends and family, and our own past understandings of disease prevention. I have waited to send information to you all in order that AccuKare can be part of the cohesive presentation of data and recommendations that the Department of Human Services (DHS) and the Minnesota Department of Health (MDH) in conjunction with the Center for Disease Control (CDC) have provided. The handouts and resources I have provided here are straight from their webpages. Our research has shown us that most of the care delivery precautions are things that we already cover upon hire and at annual training. We are so glad that our employees have the training, resources, and supplies needed to safely care for our clients. It is how we have conducted business all along for 18 years. We are whole heartedly reminding you of what you know already and echoing the official information that we are all being taught in light of our current COVID-19 outbreak.

AccuKare understands and supports that our clients continue to need the assessed ongoing care that they have been receiving prior to today and will continue to need it. This is regarding all the cares –PCA, Respite, and Homemaking. We intend to continue providing our high standard of care. Our staff will have challenges due to all the adjustments that our entire world is making in light of our COVID-19 pandemic. We will all be patient with each other and flexible. Our population of clients will still need help. We believe that all of our staff will do their very best to continue to provide care and do their job. **DO NOT GO TO YOUR CLIENT'S HOME IF YOU ARE SICK!!** Please give AccuKare (any of the supervisors, the main number, or the emergency number) a call if you think you are ill. Give all our numbers to your family members so we can receive a call if you are unable to call us or direct someone to do that for you. Our clients can not be left wondering if they have care or not. **IF A CLIENT IS ILL WE ASK THAT THE CLIENT, THE CLIENT FAMILY, OR STAFF CONTACT US** at AccuKare (any of the supervisors, the main number, or the emergency number) to inform us so we can help to protect our staff from exposure and help to make arrangements for care and safety for our clients and staff.

Proper handwashing has always been and still is the strongest recommendation for averting illness for the caregiver as well as the one receiving care. The key word in the statement is “proper.” Frequent handwashing is mandatory!! We have included in this packet the CDC's proper handwashing information graphic. **MAKE SURE TO WASH YOUR HANDS AS THE FIRST THING YOU DO WHEN YOU ENTER THE CLIENT'S HOME AND YOUR HOME AND AS THE LAST THING YOU DO BEFORE YOU LEAVE.** Hand sanitizer is only to be used if proper handwashing stations/supplies (running water, soap, single use drying towel (paper towels or a clean towel used once and then laundered)) are not available. Since we are in our client homes providing care, the national shortage on hand sanitizer that is affecting us

all should not be of great impact for our delivery of care as handwashing is available to us. Be sure to contact us immediately if you are in need of handwashing supplies for us to assist with the acquisition. Our supervisors have supplies/information as well that reflects this directive.

Our surface sanitizer and hand sanitizer bottles are to be returned to the office/supervisors when used for refill/replacement after our sanitizing them with the same sanitizer we use in the homes. Be sure to return things in a closed container such as a bag. We do **not** have an abundance of hand sanitizer and what was sent to us was expired so we are in a limited stock at current as is the nation. Our surface sanitizer (Lysol Quaternary IC), used as directed, is listed as one of the effective sanitizers to kill COVID-19 among many other things.

We have included the CDC COVID-19 information handout to give you the official information and for you to have as guidance and reference. The CDC website is on the bottom of the handout as well as here:

www.cdc.gov

Other helpful websites are:

www.health.state.mn.us/

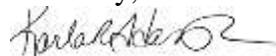
www.mn.gov/dhs/

When you stop by our office you will notice some changes that we have instituted as part of our response to decrease contact. We ask that you call or text that you are coming and request items you may need so we can have it prepared for you. We do understand that you can't always do this, but if we all try we can reduce all of our exposures. We have a basket for you to place your time card in that is labeled and readily available once you enter the AccuKare entrance. Time cards are by the basket ready for you to take what you need for the next pay period. A supply table is placed in front of the reception desk for you to get needed available supplies for the next pay period. **PLEASE DO NOT TAKE MORE THAN YOU NEED FOR THE PAY PERIOD KNOWING THAT YOU CAN REPLENISH YOUR STOCK IN ORDER THAT OUR RESOURCES CAN HELP ALL OF OUR CLIENTS AND STAFF.** If there are additional things you may need please do not hesitate to ask. We will greet you and visit with you but we will also maintain distance. We are trying to do our part to decrease transmission and exposure risk for us all.

This informational letter and handouts are on our website. We have added them to the page you are familiar with accessing - Resources. The Resources and Employee Resources pages have all the hire and annual training handouts, time cards, handbook, care deliver training materials, etc. to assist you in safely receiving/giving care.

Please remember to be patient with yourselves and each other as we are all working to do our parts to support all of our health and wellness. Take a few minutes each day to find joy and laughter in the small things (big ones too!!!). Connect with your family and friends in non-transmission manners frequently as we never know who is feeling isolated and frightened. Comfort each other and know that we are all doing our very best in a unique worldwide experience.

Sincerely,



Karla R. Adams

AccuKare, Inc. President