



DEPENDABLE HEALTHCARE SERVICES, INC.

6223 Canton Center Road, Suite 201, Canton, MI 48187. Tel: (734) 844-6533; Fax: (734) 667-5079

March 20th, 2020

As the global outbreak of COVID-19, which is the illness caused by the Coronavirus continues to warrant the attention of every one of us, as we try to keep ourselves, our families and our Clients safe and healthy. This is an unprecedented situation that is causing panics, anxiety and great fear in the entire world. As the virus spread, it becomes more difficult to mitigate risk for our community. The WHO and Center for Disease Control (CDC) has declared the spread of COVID-19 a Pandemic. As a result, I encourage all of us to be more cognizant of the importance of good, preventive practices that will help us stay healthy and safe in our community, especially in our client's homes. All employees should therefore abide by the following protocol/ guidelines to protect our Clients, yourselves and your families.

- (1) Hand washing is the single most effective way of reducing the spread of infection, please wash your hands frequently with soap, especially before, in between patient's care and after, for at least twenty seconds, applying friction on both hands. Use hand sanitizer as needed.
- (2) Wear gloves, mask, etc. and other barrier/protective devices as needed when dealing with blood and other body fluids, when changing your client's diapers/ briefs or when you or your client is sick.
- (3) Please stay home when you are sick and call the office at (734) 844-6533 to inform us of your illness, so that your client/family can be notified and a replacement if needed can be sent.
- (4) Cover your mouth and nose with tissue or sleeve when coughing and sneezing.
- (5) Avoid touching your eyes, nose and mouth. Do not share eating and drinking utensils.
- (6) Avoid large gatherings. See Michigan Governor's Executive order of 3/13/2020.

In addition to the above precautionary measures, observe yourselves for the following symptoms: in the past 24 hours, have you experienced Subjective fever (felt feverish), new or worsening cough, shortness of breath, sore throat, diarrhea. If you answered yes to any of the symptoms listed, or if your temperature is 100.4-degree F or higher, please do not go to work. Self-isolate yourself at home and contact your primary care physician for direction. If you have close contact with an individual diagnosed with COVID-19 or traveled via airplane internationally or domestically, please do not go to work. Self-quarantine at home for 14 days and call your primary care physician for direction.

In order to mitigate the spread of COVID-19 and implement the Governor's mandate, our office will be close to the public with immediate effect for non-essential visits until further notice. We

ask that you submit your progress notes by dropping them in the drop off box, located on the left side in front of the office, or you can fax them to (734) 667-5079 or our eFax number 18883356657, or through secured/encrypted Email to admin@dependablehealthcareinc.com for now until further notice. Please note the new email address to email your progress notes. The office will be open from 9a -5p Monday through Friday to answer any of your questions. If you must come to the office to pick up progress notes, medication sheets, flow sheets, etc. please call before coming and it will be ready for you to pick up immediately. For any other reason, please call and make an appointment.

We can all be active participants in making things better and staying safe/healthy. Do not be afraid or panic. Follow these protocols and together, we will fight and defeat Coronavirus!

Please know that the health, well-being and safety of Dependable Healthcare Families (you and our clients) is of paramount concern to us. Thank you in advance for your cooperation and participation in keeping our clients and community safe and healthy.

COVID19 shall come to pass!!

Please take care and stay safe!!

Sincerely,

Gloria Ibe, President & CEO.