

Covid 19 Update

March 10, 2020

Dear parents, clients and exceptional field nurses,

We at Anchor Healthcare Services support all our client's, families and field staff. The following steps are to help all of us get through the coronavirus (Covid 19) pandemic that is occurring in Maryland, Virginia, across the United States and world.

We have sent most nurses the CDC website, Fairfax County website, the protocol from the Virginia Department of Health and the MD Department of Health last week. We want you to know that we are checking the CDC website daily, which updates the exposure rates on a national basis, with our focus on Maryland and Virginia. The website can be viewed by visiting:

www.CDC.gov

With regards to the virus incubation, if someone has been exposed it can take to 2 to 14 days for symptoms to develop, this is the reason for all the closures for nonessential businesses. **Every home care company is essential and truly the field staff is the most essential.**

Protocols for all staff:

- If you have any symptoms (see grid on pg 2) you need to cancel work ASAP. The Covid 19 virus is **airborne**, make sure you wear a mask to protect the spread if you have symptoms.
- If you touch your nose, mouth or face, **WASH** your hands using antibacterial soap. Soap is more effective than an antibacterial sanitizer. Wash your hands for at least 20-30 seconds. There is an abundant amount of antibacterial soap available in stores or online it is the hand sanitizer that is in shortage.
- If you have a **fever** or **cough** or **congestion**, please call a clinic/ER/MD to see if you need to go in to be tested. (The United States does not have enough test strips to test everybody. The US has a shortage due to strips being mailed out internationally by citizens not the government.) Cough into a Kleenex or you arm, never your hands.
- You can use Lysol wipes to wipe your hands if nothing else is available, this is according to the CDC and literature from Johns Hopkins. The best cleaner for surfaces is Lysol.
- Upon arrival at a client's home, wash your hands and put on gloves to wipe down surfaces with Lysol wipes.
 - The virus can last up to three hours on porous surfaces, for example clothing and money according to multiple websites
 - Wiping down surfaces with Lysol is effective in killing the virus, as soon as it is wiped off, you and the families are protected
 - It is **mandatory** that if you are coming from another home care case or any other nursing facility/hospital **you must** change your clothes before going into one of our client's homes. **REMEMBER** the virus stays alive for up to three hours on clothing.
 - The virus likes warm damp environments,
- Parents, the nurses are being told upon arrival to immediately wipe down all surfaces. Please do not be upset or take offense, we are trying to help prevent the nurses from bringing in the virus to your family and to make sure that the nurse who is leaving has not left any exposure of the virus on surfaces in the client's room or where most of their care is performed. We are just truly trying to protect our client's, parents and field staff.

- Nursing Supervisors will continue to do their home visits; however, they will do a phone visit for the foreseeable future
- The field nurses will continue to be diligent in notifying the office of any requested days off. If traveling, the office staff will ask for the destination. If International travel is involved, the nurse is made aware that upon return, they will not be permitted to work for 14 days. They will be questioned by the office staff regarding any signs of the virus and must be asymptomatic for the 14 days before being allowed to return to work.

Learn to Differentiate the Symptoms

SYMPTOMS	COVID 19	FLU	COLD
Fever	•	•	
Cough	•	•	•
Mucus		•	
Nasal Congestion			•
Sneeze		•	•
Sore Throat			•
Pain with Sore Throat			•
Difficulty Breathing	•		
Phlegm	yellow • greenish		
Vomit		•	
Diarrhea		•	
Fatigue	•		
Ache		•	
Xray with Lung Stain	•		

Animals, if exposed to an airborne virus, can have the virus survive on their fur, this is due to the moisture and heat of their bodies, therefore, be aware to keep your animals clean to protect yourself.

In your personal life, try to limit your social encounters, crowds and outings until the virus starts to die off. Be aware if you're concerned of exposure, you should purchase facemasks but more importantly wash your hands and stay home if exposed or you feel sick.

We hope this information is helpful. We are behind you all over 200%.

Respectfully,

Valerie A. Cummings, CEO, DON, Nursing Supervisor
 Melissa A. Bucia, RN Nursing Supervisor
 Marie Taylor, RN, Nursing Supervisor
 Caryn Bucia Billing and Payroll
 Brian Fitzwilliam, Assistant CFO
 Tassia Weinart, Cheryl Mellott, Staffing Coordinators
 Laura HR

Anchor Healthcare Services Plan of Action due to Covid-19 in Maryland 2020

Anchor Healthcare Services (AHS) began its' Plan of Action the last week of February 2020. AHS are licensed in both Virginia and Maryland therefore we have monitored daily the CDC website, the MDH website and the VDH websites. On March 1st, it was implemented that all office staff were to work offsite. AHS's goal to prevent the disruption of clinical care or billing and payroll services needed to maintain our Maryland Medicaid participants and our RNs/LPNs working in the field. On March 10th, as announcements were made in Maryland by the Governor and by President Trump for the nation, AHS sent to all employees and to our Maryland clients and families a letter addressing the necessary precautions for homecare. *See Attachment 1 titled Anchor Healthcare Services Covid 19 Update.*

Our clinical office staff called all families to check on medical supplies during this pandemic. Our clinical staff also found out whether or not parents were working from home are still going to work due to being an essential personnel. This data about parents is necessary as a tool for assessing and prioritizing where field staff need to be assigned in the event of multiple cancellations. *See Attachment 2 titled AHS Coronavirus Checklist for Clients 2020.*

Our agency, since January 2020, has monitored where our field nurses were traveling to and from and dates of travel. *Attachment 3, Anchor Healthcare Travel Assessment 2020 for Staff*, which is utilized to track the data. As of March 10th, any nurse who have travelled overseas and back to the US have been informed that upon arrival in the US, they must call AHS, and the nurse cannot return to work with our client for 14 days. The nurse who traveled is asked if they have any of the symptoms for the coronavirus as well as the flu. The nurse must contact the office twice a week during the 14-day period and must stay asymptomatic for the 14 days in order to return to work.

As of March 10, we informed the clients that we would perform telephone visits to prevent any cross contamination and will continue until further notice.

As of March 20, 2020, all our Medicaid recipients and our other clients have self-quarantined. All our Maryland clients are asymptomatic of the coronavirus currently. All the RN/LPN field staff working in the homes are also asymptomatic of the coronavirus. We have 3 nurses who work in a hospital setting and voluntarily know that they could be exposed to the virus. These nurses were removed from our client's schedules for the next 30 days. AHS clinical staff are updating all clinical records, MAR/TARs and are speaking to the families daily from their off-site locations.

If you need any other information, please contact us at 301-892-2360.

Sincerely,

Valerie A. Cummings
CEO, DON, Nursing Supervisor