

Date: March 11, 2020
To: Our Valued Clients, Referral Partners, and Care Partners
Re: Coronavirus Update

As more coronavirus (COVID-19) cases continue to spread worldwide, and within the U.S., Innovative Homecare is taking the necessary precautions to prevent the spread of the virus within the workplace and the places the caregivers/care partners and CNAs go.

As the company's initiative to help prevent the widespread of COVID-19, Innovative Homecare Solutions, Inc. is following preventive measures:

1. Ensure that all employees are taking the necessary precaution and diligently monitor their health condition, as well as their travel history in the last four weeks.
2. Send symptomatic employees/caregivers/CNAs home until they recover and ready to work with clearance from the health authorities.
3. Require employees/caregivers/CNAs who are returning from high-risk places to telework during the incubation period
4. Disseminate information through articles posted on the company website, newsletters, and flyers, about the virus and the necessary steps to take to avoid it from spreading

Our client's, employees', and loved one's well-being is our utmost priority. We may not be able to stop the virus, but we can certainly limit the pandemic. We assure everyone that preparedness initiatives are in place.

In the meantime, we urge everyone to follow these guidelines recommended by the Center for Disease Control (CDC).

- Stay home when you're sick. You will help others from catching the sickness.
- Wash your hands frequently with warm, soapy water for at least 20 seconds. Washing your hands under clean running water can help prevent the spread of germs. If you cannot wash your hands with soap and water, use alcohol-based hand sanitizer with at least 65%-95% alcohol.
- Cover your mouth with tissue whenever you sneeze, and discard used tissue in the trash. Use proper cough and sneeze etiquette. Cough and sneeze into your elbow.
- Avoid crowded places, gatherings and unnecessary travels to further reduce your risk of being exposed.

As with the widespread virus, it is Innovative Homecare Solutions' Inc.'s desire to take care and protect all our clients and families, team members and loved ones. We will continue to monitor the COVID-19 outbreak closely, follow guidance from the World Health Organization (WHO) and the U.S. Centers for Disease Control and Prevention (CDC). We have already submitted an Information Presentation Request to DuPage Department of Local Health early Monday to conduct a presentation to our staff and caregivers, as well as to our neighboring offices in the building.

Above all, **DO NOT PANIC**. We may not be able to stop the virus, but we can certainly limit the pandemic. We assure everyone that preparedness initiatives are in place.

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www.InnovativeHomecare.com

Currently, we have three testing centers here in Illinois where we can send anybody who shows signs and symptoms of the said CORONA Virus which are located in Carbondale, Springfield and Chicago.

This memorandum shall continuously be reviewed and improved as more information becomes available. Please refer to www.coronavirus.gov

Please contact our office with any questions or concerns.

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- If you feel ill and you believe you were in contact with someone that had Coronavirus, then contact the Coronavirus Disease Hotline at 1-800-889-3931.
 - If you feel ill and your symptoms are similar to the seasonal flu, then contact your usual medical provider if you feel you need medical care. Do not go to a hospital emergency room.
 - If you are having a serious medical emergency such as difficulty breathing, call 9-1-1 or go to a hospital emergency room.
 - When in doubt, call 9-1-1.