



Dear Valued Client,

Hope this letter finds you and your family in the best of health, safety, and positive spirits!

In the face of much uncertainty with the constantly evolving COVID-19 pandemic, **OUR WORK at LIVEWELL CONTINUES**. We recognize that these days are filled with confusion and stress - our hearts are with each and every one of you.

As an active leader in the Senior Care Community, I want to assure you that the well-being of our Families, their Loved Ones and our Care Professionals is of the utmost priority to us. My team and I are dedicated to continuing to bring you updated information.

We are grateful for our partnership with Honor allowing us to jointly monitor all developments surrounding COVID-19. We are accessing the most pertinent updates from Centers for Disease Control (CDC), World Health Organization (WHO) and Federal Emergency Management Agency (FEMA).

We are here to provide you with support, credible information and resources. Below I have highlighted some layers of precautions we have actively implemented to remain proactive:

APP Technology (online app) that keeps families updated on:

- Daily activities for your loved one's Care tasks
- Pandemic Care
- Proactively ensures all health measures are taken for our Care Pros and families.
- In Home Care staffing within 24 hours, Los Angeles County

Vigilance in Care Pro and Client COVID-19 Communications & Protocols

- Proactive communication to clients regarding COVID precautions
 - Communication to all clients assuring them that Shelter in Place orders exempt home care, so clients can expect shifts to function as usual
 - Repeated guidance to Care Pros on importance of frequent hand washing
 - Repeated guidance to Care Pros on importance of frequent disinfecting
 - Covering flu shots for Care Pros
 - Care Pros are advised to use a thermometer to monitor and record temperature before each shift
 - Monitoring clients for symptoms
 - If Client becomes symptomatic, Care Pro is to use Personal Protective Equipment (PPE) immediately
 - Covering Care Pro purchases of disinfectant and sanitizing wipes
 - Staying in very tight communication with facilities regarding their protocols so our clients and Care Pros are prepared for their shift
- Oversight of food and supply requests for our clients and families.
- Coordinate food delivery services
 - Coordinate delivery of gloves, masks and gowns when needed

If you or a loved one needs information or support, please don't hesitate to call our 24/7 Helpline (424) 369-6430 or visit our website at www.livewellprivatecare.com for additional caregiving and support resources