

March 13, 2020

Dear **Anchor Health Homecare Services** Client,

As you know, there is a growing number of cases of the new **coronavirus, COVID-19**, confirmed in New York State, the entire United States and around the world. If you have symptoms of the coronavirus, which include fever of above 100 degrees Fahrenheit, a dry cough, and shortness of breath, follow these steps:

- **DO NOT GO ANYWHERE.**
- Stay home and **CALL** your healthcare provider, or 911/ the emergency room, and ask them to send someone to test you.
- Self-Quarantine in your home until you are tested for the coronavirus – COVID-19.

The vast majority of cases (80%) will be mild and people recover just like they do from a cold or flu-like illness. The remaining 20% of people with symptoms will need to be evaluated, and some may require hospitalization. The chances of serious symptoms go up exponentially with age. **If you feel you have some of the coronavirus symptoms, we highly encourage you to also notify us at Anchor Health at (718) 537-2000. If you are calling after service hours, that is, after 5:00 PM or before 9:00 AM, please speak to our On Call rep. at above number.**

We are closely monitoring the advice of the Center for Disease Control, World Health Organization, NYSDOH and other agencies as this situation unfolds. We will be following the recommendations made by these agencies. As of today, the #1 recommendation is to limit exposing ourselves to unnecessary individuals. This means to come in contact with people **ONLY** if necessary. You should also try to limit contact with people and stay away from any large gatherings.

Please follow these Infection Control Measures Carefully:

- Upon entering a home, before leaving, and in between you must wash your hands frequently with soap and water for at least 20 seconds. Follow with the use of an alcohol-based hand rub sanitizer with at least 60% alcohol.
- Avoid touching your eyes, nose, or mouth with hands.
- Avoid close contact (distance of 6 feet or less) with everyone.
- When coughing or sneezing, cover your mouth and nose with a tissue and dispose immediately in a trash can. Always wash your hands after coughing or sneezing.
- Clean and disinfect frequently touched surfaces daily.

If you have any questions, please call us at the Anchor Health phone number. We very much appreciate your understanding and cooperation in these challenging times. We are certain that all these measures will prove beneficial to the health of our patients and staff.

Thank you.

Administration