



Dear Valued Consumer,

The health and safety of our consumers and personal assistance and our ability to provide the FI services to support your personal care needs remain our top priorities. Recently, community-wide transmission of COVID-19 has occurred in the United States (US) including NYS, and the number of both Persons Under Investigation (PUIs) and confirmed cases are increasing in NYS. The situation with COVID-19 infections identified in the US continues to evolve and is very rapidly changing.

The purpose of this letter is to provide guidance based on the New York State Department of Health (NYSDOH) who has issued these guidance to Home Health Care Providers. Although they are not for Fiscal Intermediaries, we believe it's important to provide you with this information so you as the employer can consider implementing these logical safeguards.

It is important for all consumers and PA's to keep apprised of current guidance by regularly visiting the Centers for Disease Control and Prevention (CDC) and NYSDOH websites, as well as the NYCDOH or your local county Dept. of Health Website for the most up-to-date information.

PA's are exposed to the general community each day and could become infected with an acute respiratory illness (e.g. COVID-19, influenza, respiratory syncytial virus (RSV)), if community transmission of that illness is occurring. In the Home Care setting the DOH instituted a mandate that Staff must be screened for respiratory and fever symptoms upon arriving at work. Accordingly, you should consider having a daily discussion with your PA prior to them providing their daily visit to screen them for symptoms or contacts that might have put them at risk.

We want to insure you that despite us closing our offices to visitors including consumers and PAs who don't have an appointment. We have reviewed our emergency preparedness and business continuity plan and we anticipate operating without any noticeable interruption. We also encourage you to review our leave pay policies with your PAs and should you have questions don't hesitate to reach out to our Payroll department and or your designated CDPAP representative. We anticipate answering all your questions and making ourselves available as quick as possible despite the higher than expected call volume we anticipate.

Please take some time to review the information that is available on the relevant government websites. For your convenience we have created an informational page on our website that will lead you to viable information and educational videos, please visit



www.elitefi.com/covid-19. Below is some information that should be reviewed with your PAs.

What is coronavirus?

Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person. The virus that causes COVID-19 is a novel coronavirus that was first detected during an investigation into an outbreak in China.

What are the symptoms of coronavirus?

The 2019 novel coronavirus may cause mild to severe respiratory symptoms like:

- Fever
- Cough
- Shortness of breath
- Sore Throat

The symptoms may appear in as few as two days or as long as 14 days after exposure. Reported illnesses have ranged from people with little to no symptoms to people being severely ill and dying.

How can the Coronavirus spread?

Human coronaviruses spread just like the flu or a cold:

- Through the air by coughing or sneezing;
- Close personal contact, such as touching or shaking hands;
- Touching an object or surface with the virus on it;
- Occasionally, fecal contamination.
- The virus that causes COVID-19 is spreading from person-to-person. Someone who is actively sick with COVID-19 can spread the illness to others. That is why CDC recommends that these people be isolated in the hospital or at home depending on how sick they are until they are better and no longer pose a risk of infecting others.

What should staff do protect themselves?

- If you have a fever or upper respiratory infection, stay home.
- Always remember to:
 - Cover coughs or sneezes with your elbow. **Do not use your hands!**
 - Wash hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer if soap and water are not available.
 - Clean surfaces frequently with disinfectant, including your desks, door knobs, phones, cell phones, keyboards, and other frequently touched items.

Travelers from countries with Level 3 Health Notice widespread, ongoing transmission:





- China, Iran, South Korea, Most European Countries, United Kingdom and Ireland
 - Stay home for 14 days from the time you left an area and practice social distancing.
- Take these steps to monitor your health and practice social distancing:

1. Take your temperature with a thermometer two times a day and monitor for fever. Also watch for cough or trouble breathing.
2. Stay home and avoid contact with others. Do not go to work or school for this 14-day period. Discuss your work situation with your employer before returning to work.
3. Do not take public transportation, taxis, or ride-shares during the time you are practicing social distancing.
4. Avoid crowded places (such as shopping centers and movie theaters) and limit your activities in public.
5. Keep your distance from others (about 6 feet or 2 meters).

This information has been gathered from the Center for Disease Control, NYS DOH and NYC DOH. We ask that you continue to stay alert to notification on the appropriate government agencies. The NYS DOH has a dedicated hotline at 888-364-3065.

CDC - <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

NYS DOH - <https://www.health.ny.gov/diseases/communicable/coronavirus/>

NYC DOH - <https://www1.nyc.gov/site/doh/index.page>

We have instituted a dedicated line for all Covid-19 related communication so that we can assure that all related communication gets immediate attention. We ask that you notify us by calling 718-925-2078 in the event that you need any Covid-19 related assistance and that in the event that you suspect either you or your PA may be sick and or come to a contact with a person with confirmed (COVID-19). It is critical that we all work together to mitigate the risk. As always, we thank you for your immediate attention to this matter and for your continuing corporation.

Please note in an effort to get this message out as quickly as possible to all those this may affect we are sending a copy of this letter to all emergency contacts and PA's.

Sincerely

Elite Choice, Management

