



March 13, 2020

Dear Graceworks at Home Client:

The Novel Coronavirus (Covid-19) is a global pandemic. Graceworks at Home is actively monitoring the situation and taking the necessary steps to be prepared in the event of an outbreak. We wanted to provide you with some steps we are taking to provide you peace of mind during this time.

### **Personal Care Services**

- All personal care aide employees wash hands before starting work inside your home.
- During this outbreak and always, our aides provide ongoing education to clients about the importance of everyday precautions like good handwashing.
- All personal care aide employees wear gloves when providing hands-on care, especially when bodily fluids are present.
- All personal care aide employees wash hands thoroughly before meal preparation.
- All personal care aide employees wash hands at the completion of each shift.

### **Medical Care Services**

Graceworks at Home employees that provide medical services are known as “skilled staff.” These employees are trained extensively in standard precautions such as proper handwashing and the use of personal protective equipment (PPE) like gloves and gowns, when necessary.

- Skilled employees use alcohol-based hand sanitizer several times each shift; before, during and after care.
- Skilled employees sanitize equipment between each client.

We all play a role in slowing the spread of Covid-19. The Centers for Disease Control and Prevention (CDC) has many recommendations, such as:

- Staying home when ill
- Practicing social distancing techniques and avoiding large crowds
- Cleaning frequently touched areas and surfaces including your cell phone
- Washing your hands often with soap and water for at least 20 seconds



We appreciate your help in taking these precautions to keep our individuals free of illness. Should you have any questions, please contact me at [bsmith@graceworks.org](mailto:bsmith@graceworks.org) or 937-436-7717.

Sincerely,  
Bonnie Smith, Administrator