

March 16, 2020

Dear XXXX ,



At Ripple Life Care Planning, we believe in protecting not only our clients, but also our staff who is like family to us. We are following the recommendations of the Governor on the state level as well as national recommendations in order to keep everyone safe during this difficult time. The following procedures are effective immediately. If you have any questions you can reach me at any time to discuss in detail.

- No in-person visits to any clients who reside in a facility. This is to protect you as well as our clients. Please make plans for phone call check in at a minimum once a week. Please notify the primary contact (guardian, POA, family, etc.) of each of your clients this effects. Make sure the facility has your contact information should an emergency arise, or if there is any change in the client's condition.
- In home clients – limit minimum of caregiver hours to what is absolutely needed to free up caregivers to care for others. Get policies and procedures from home care agency (ex: washing hands, ill calls) so we are aware of their precautionary measures.
- Limit in-person visits to necessary visits (example: bringing needed medication to clients) all other visits should be telephonic.
- Continue to chart daily so if there is an emergency, we know who you have been in contact with and have up to date notes.
- No uncritical physician visits until further notice.
- Create an action plan for each client if caregivers cancel and no replacement is available such as: having tele-caregiving in place.
- If you are sick: even with mild symptoms, report to Shanna Huber immediately and stop all client visits.
- Sanitize hands with hand sanitizer before entering into a home. After entering the home wash hands with soap and water. We are a hands-off organization, so do not touch the clients for any reason. After completing your visit, wash hands again with soap and water before leaving the home, and then sanitize after you get in your car. If you need hand sanitizer, please notify Shanna Huber.

Please let me know if you have any questions. This is effective until further notice.

Thank you for your continued help during this difficult time,

Shanna Huber, Owner
Ripple Life Care Planning