



June 30, 2020

To all First Home Care staff, families & stakeholders,

Virginia is moving towards Phase 3 this week; however, we must remain vigilant with our procedures and protect our clients, foster parents and colleagues from the possible exposure risks. Throughout the provider network, we continue to see large outbreaks of the virus. We must be mindful of where we go, particularly as we get to out of town vacations. Hot spots, such as Myrtle Beach, South Carolina, are quite concerning at this time. It is essential that you follow CDC and Commonwealth of Virginia recommendations regarding wearing of masks in public at all times. We continue to evaluate our processes for things such as visitation, home visits, and returning visitors to our offices. At this time, we are not prepared to move forward with any additional changes to our current processes. We will continue to follow these procedures regarding the approved protocols for the company:

- ✓ Screening of our employees on a daily basis will continue.
- ✓ First Home Care staff will utilize masks while at work, both at the office as well as in the community.
- ✓ First Home Care will begin to complete in home visits, as appropriate:
 - Staff will screen the family/client for presenting medical conditions. If there is a reason to suspect that the visit is not safe, the staff will notify the family, and conduct the visit via telehealth.
 - If the family/client is not comfortable with staff entering their home, they only need to make the staff aware. Staff will conduct the visit via telehealth.
 - Staff will wear both their mask and gloves for the entirety of the visit.
 - The staff will be as minimally invasive as necessary to conduct the visit in accordance with both regulations, and First Home Care policy.
 - Both Social and Physical Distancing should occur throughout the visit by both the First Home Care staff, as well as the family and client(s).
- ✓ At this time, we will not be opening our office to visits/visitors yet. We will continue to evaluate this as we see how Virginia is proceeding in Phase 3. Our offices are open to employees and required vendors, only.

This is a work in progress, and it may require frequent revisions to process and practice. I thank you all for what you do for our clients and families every day!

Sincerely,

Michael Triggs, CEO