



# Helios Care

COMPASSION, CHOICES & DIGNITY

Dear Helios Care patients and families,

As you know, your health and safety, as well as that of our staff and community, are our top priorities. We are carefully tracking developments with regard to novel coronavirus (COVID-19) and receiving guidance from our experts in public health at the local, state, and federal levels. We are writing to update you on how Helios Care is responding to COVID-19 given its expected spread into our local community.

We specifically wanted to make you are aware of the following issues:

- We will continue to provide the same level of care to patients that we currently provide, as long as staffing allows and unless we are advised otherwise by public health authorities. However, if you wish to receive fewer visits from our staff during this time, please let us know.
- Please note that while we plan to maintain staff visits as noted above, in order to help ensure the safety of you and your family, our volunteers will be asked to shift to tasks that do not involve close contact with patients. If you have a specific task that volunteers have been helping with that you cannot do without, please let us know so that we can plan to meet that need.
- We will continue to provide care using Standard Infection Control measures, which include careful hand-washing (or alcohol-based hand sanitizer) both before and after patient care and use of masks when patients have respiratory symptoms. We are also preparing for additional protections as-needed and as deemed appropriate by our public health authorities.
- **IF YOU OR A LOVED ONE IS DIAGNOSED WITH COVID-19 OR HAS HAD A POSSIBLE EXPOSURE AND FEELS ILL, PLEASE CALL US SO THAT WE CAN TAKE THE APPROPRIATE STEPS TO PROTECT YOU, OUR STAFF, AND OUR COMMUNITY.**

Our staff remains available to you 24 hours a day, 7 days per week, so please call us anytime with questions or concerns. And, please take care--wash your hands frequently, do what you can to avoid being around large groups or people who are ill, and get your rest! For most people, COVID-19 will cause only mild symptoms, but it is always better to err on the side of caution.

You--our patients and families--are always at the forefront of our concern. We are ever grateful for the opportunity to serve you, and we thank you for your understanding and support as we address this rapidly-changing situation.

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