



03-12-20

Dear Valued Clients, Families and Professional Partners:

I am writing today to share the updated infectious illness protocol at Metta Johnson & Associates in response to the current Coronavirus (COVID-19), outbreak. As with any and all illnesses that could potentially affect the vulnerable population we work with and encounter as Aging Life Care Managers, thoughtful preparedness and calm responsiveness, is always our best defense.

At this time our team is following the recommendations and precautions as outlined by the U.S. Centers for Disease Control and Prevention (CDC). To protect our clients and staff, we strongly recommend the following:

- Frequent, thorough hand washing with soap and water
- Use of hand sanitizer when hand washing is not feasible
- Staff not having in-person interactions with clients when ill
- Social distancing, including limiting or eliminating hand shaking

We appreciate the efforts health care communities and homecare agencies are taking to protect their clients/residents and will be abiding by any restrictions or requests put in place by the hospitals, skilled nursing facilities, and other care communities we visit. Our concern is not only for our clients' well-being, but also for that of our staff, and demands that we follow these guidelines and policies. We encourage you do the same.

Please be assured that despite any limitations that may be imposed in care settings and facilities, our team is working collaboratively to implement creative and resourceful adaptations that will help to ensure that our Aging Life Care Managers can continue to meet the needs of our clients. These include, but are not limited to, telephone contact and video conferencing in place of in-person visits when necessary.

If there is any possibility that you may have been exposed to COVID-19 (Coronavirus), we ask that you refrain from meeting with our staff face-to-face and advise you to seek alternative plans to connect via video technology and/or conference line. Your cooperation with this request will ensure that we will be able to continue to serve our clients while reducing the risk of further spreading this virus.

As always, we value and appreciate our collective community of clients, their families, and our professional partners. It is our goal to continue to be effective support for each other during this challenging time.

Please feel free to contact me with any questions or concerns.

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