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March 31, 2020

Dear TotalCare Family,

The primary focus of TotalCare is and always will be your health and the health of our home health aides, caregivers, staff and our community as a whole. We are closely monitoring the spread of COVID-19 and following guidance from the Centers for Disease Control and Prevention (CDC) and local public health authorities to keep you safe.

Since the onset of the outbreak in our community, we have been doing our part to keep our TotalCare family safe and slow the spread of the virus in a number of ways.

TotalCare had conducted a COVID 19 training for all Home Health Aides, Caregivers and staff. This training included best practices to reduce the risk of exposure to COVID19.

As you are aware, each day our staff contacts all Home Health Aides, Caregivers, Members and Staff and asks a number of questions to ensure they are not sick. These calls are critically important to ensure we keep everyone safe.

TotalCare is committed to helping each and everyone of our Members, Caregivers, Home Health Aides and Staff get through this. So, we have put together a small care package with some essential items.

If you have any questions or concerns about COVID19 or any other issue please call.

We will get through this together,

Sincerely,

Darryl Smith
CEO & Founder
TotalCare

