

March 17, 2020



Assisting Hands Richmond and our response to the COVID-19 Situation

All,

I would first like to offer my thoughts and prayers to everyone in these difficult times. We are facing a world wide crisis that seems to be touching every aspect of our lives. It seems that there is a lot of information and mis-information that is available across all communication platforms, which makes it difficult to know with certainty what should be done (or not done). This creates confusion, fear, frustration and panic. My hope is that we all can come together as kind and compassionate human beings, put aside our differences, work together to come up with creative solutions and come out of this crisis as safely and as soon as possible. For me personally I am finding comfort in what I can control, to that end I want you to know what we are doing at Assisting Hands Richmond:

- **We are open** and available to help out. Given that our goal is to help people wherever they call home, we want to continue to provide our services as long as it is safe for the client and our Caregivers.
- **We have completed assessments / screens on all of our existing clients and caregivers** to determine if they are at a higher risk of contracting the coronavirus. If we determine from this assessment / screen that someone is at a higher risk of contracting the coronavirus we will refer them to the appropriate medical professionals and avoid coming in contact with them until it is determined they are not infected. We will continue to update these assessments / screens on existing relationships and for any new relationships.
- **We are requiring our Caregivers to receive additional training** on the Coronavirus to better understand the symptoms, where to get treatment for the symptoms and how to prevent the spread of infection.
- **Working with all of our great referral partners** in Independent / Assisted Living Communities, Home Health providers, Hospice Providers, Hospitals, Rehabilitation Centers, etc. in order to find out how we can help each other with our residents, clients and patients. We all are part of a very important comprehensive health care solution for everyone out there who may be impacted by the coronavirus
- **Our office staff has the ability to work remotely** with no interruption in service or level of effectiveness. We are currently in the office and practicing appropriate social distancing but we are prepared to work remotely if the need arises. So regardless of whether we are working in the office or remotely you can still reach us via email, phone or fax in the exact same way as you have previously and most likely will not know the difference.

As we all know this situation is very fluid and will change constantly. Assisting Hands Richmond will remain flexible and ready to make whatever adjustments (minor or major) to our approach to provide our clients and our partners the very best that we have. We will be guided by **Our Shared Values: Kindness, Compassion, Integrity, Creativity and Accountability**. Please do not hesitate to reach out to us if you have any questions or concerns (804) 500-9787

Regards,

A handwritten signature in black ink that reads "Eric Rohr". The signature is fluid and cursive, with the first name "Eric" and the last name "Rohr" clearly legible.

Eric Rohr

Owner

Assisting Hands Richmond