COVID-19 ALERT – IMPORTANT INFORMATION REGARDING THE CORONAVIRUS

Due to the recent outbreak of the coronavirus [COVID-19], we at Preferred Home Care of New York would like you to know that we are taking all necessary measures to ensure the spread of the coronavirus is diminished. We are vigilant in our efforts and committed to the safety of our patients, caregivers and staff. Made up of experienced healthcare professionals, our leadership team continues to ensure our actions are informed by the latest information from public health authorities. We are continually following guidance from the Centers for Disease Control and Prevention [CDC], the World Health Organization [WHO] and our Federal, State and Local authorities and we are working each day to ensure we are responding quickly to keep our team members, caregivers and community safe.

For the latest information from these agencies, please visit their respective websites linked below or call the Novel Coronavirus Hotline at 888.364.3065.

CENTERS FOR DISEASE CONTROL & PREVENTION
https://www.cdc.gov/coronavirus/2019-nCoV/index.html

WORLD HEALTH ORGANIZATION
https://www.who.int/emergencies/diseases/novel-coronavirus-2019

NEW YORK STATE DEPARTMENT OF HEALTH
https://coronavirus.health.ny.gov/home

FEDERAL RESOURCES
https://www.coronavirus.gov
https://www.usa.gov/coronavirus

VIDEOS RESOURCES

The following video links will help answer some questions you may have and provide instructions on proper preventive measures:

- Six steps to prevent COVID-19
- What older adults need to know
- What can I do to protect myself from COVID-19
- What you need to know about handwashing

FREQUENTLY ASKED QUESTIONS

We're here for you and that includes answering any questions you may have. If you have questions or concerns that aren't answered below, please don't hesitate to reach out to us. We can be reached during regular business hours: Monday to Friday 9:00am – 5:00pm at 718.841.8000.

Q: What is a coronavirus?
A: Coronaviruses are a large family of viruses which may cause illness in animals or humans. In humans, several coronaviruses are known to cause respiratory infections ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). The most recently discovered coronavirus causes coronavirus disease COVID-19.

Q: What is COVID-19?
A: COVID-19 is the infectious disease caused by the most recently discovered coronavirus. This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019.

Q: What are the symptoms of COVID-19?
A: The most common symptoms of COVID-19 are fever, tiredness, and dry cough. Some patients may have aches and pains, nasal congestion, runny nose, sore throat or diarrhea. These symptoms are usually mild and begin gradually. Some people become infected but don't develop any symptoms and don't feel unwell. Most people (about 80%) recover from the disease without needing special treatment. Around 1 out of every 6 people who gets COVID-19 becomes seriously ill and develops difficulty breathing. Older people, and those with underlying medical problems like high blood pressure, heart problems or diabetes, are more likely to develop serious illness. People with fever, cough and difficulty breathing should seek medical attention.

Q: How does COVID-19 spread?
A: People can catch COVID-19 from others who have the virus. The disease can spread from person to person through small droplets from the nose or mouth which are spread when a person with COVID-19 coughs or exhales. These droplets land on objects and surfaces around the person. Other people then catch COVID-19 by touching these objects or surfaces, then touching their eyes, nose or mouth. People can also catch COVID-19 if they breathe in droplets from a person with COVID-19 who coughs out or exhales droplets. This is why it is important to stay more than 3 feet away from a person who is sick.

Q: What can I do to protect myself and prevent the spread of the disease?

A: You can reduce your chances of being infected or spreading COVID-19 by taking some simple precautions:

- Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water.
  Why? Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands.
- Maintain at least 3 feet distance between yourself and anyone who is coughing or sneezing.
  Why? When someone coughs or sneezes, they spray small liquid droplets from their nose or mouth which may contain virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person coughing has the disease.
- Avoid touching eyes, nose and mouth.
  Why? Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick.
- Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately.
  Why? Droplets spread virus. By following good respiratory hygiene, you protect the people around you from viruses such as cold, flu and COVID-19.
- Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, seek medical attention and call in advance. Follow the directions of your local health authority.
  Why? National and local authorities will have the most up to date information on the situation in your area. Calling in advance will allow your health care provider to quickly direct you to the right health facility. This will also protect you and help prevent spread of viruses and other infections.
- Keep up to date on the latest COVID-19 hotspots (cities or local areas where COVID-19 is spreading widely). If possible, avoid traveling to places, especially if you are an older person or have diabetes, heart or lung disease.
  Why? You have a higher chance of catching COVID-19 in one of these areas.

Q: How long does the virus survive on surfaces?

A: It is not certain how long the virus that causes COVID-19 survives on surfaces, but it seems to behave like other coronaviruses. Studies suggest that coronaviruses (including preliminary information on the COVID-19 virus) may persist on surfaces for

a few hours or up to several days. This may vary under different conditions (e.g. type of surface, temperature or humidity of the environment).

If you think a surface may be infected, clean it with simple disinfectant to kill the virus and protect yourself and others. Clean your hands with an alcohol-based hand rub or wash them with soap and water. Avoid touching your eyes, mouth, or nose.

Preferred Home Care of New York is continuously monitoring and responding to this outbreak. This Q&A will be updated as more is known about COVID-19, how it spreads and how it is affecting people.