

## **Coronavirus Disease 2019 (COVID-19)**

Dear Vicdania Health Services Payers or Referral Sources,

At Vicdania Health Services we value our customers, and we would like you to know it is of utmost importance to Vicdania Health Services to protect the health and safety of our staff, patients, and customers.

We recognize that you are following the news about the pandemic coronavirus (COVID-19) that has spread to various parts of the world. At Vicdania Health Services we have assembled a COVID-19 Team to coordinate our preparedness regarding this treat. We are also closely monitoring the latest developments in order to make sure we are following all the necessary steps and recommendations to safeguard our staff and visitors at Vicdania.

### **Below is an Outline of Vicdania's Readiness Efforts and Contingency Plans:**

- Updated our website to reflect preventive measures of the spread of Coronavirus disease in the homes and residential communities for our staff
- Update our protocol related to the exposure of employees and patients to COVID-19.
- Pre-ordered hand sanitizer to ensure availability to Vicdania's field and offices.
- Prepared Vicdania clinical leadership to update Emergency Management Plans and implement these plans in the event of declaration of community or State of Emergency.
- Modified employee travel policy, which includes notifying Human Resource Department, and recommending limiting non-essential travel to when deemed appropriate. Vicdania does not currently have a travel ban for employees and will continue to evaluate our travel policy. Employees who are traveling outside the United States should check the CDC's Traveler's Health Notices for the latest guidance and recommendations for each country to be visited.
- Communicated safety expectations to our staffs, patients and relative including proper handwashing, practicing social distancing, staying home from work when sick, and following facility protocols and guidelines when applicable.
- Continuously evaluating the risk of COVID-19 exposure in the workplace in accordance with OSHA requirements and current CDC recommendations. In the event there is a suspected or confirmed COVID19 exposure at work, Vicdania will promptly coordinate with appropriate federal, state, or local health officials to determine the appropriate response.

Finally, at Vicdania Health Services we are deeply committed to provide quality service to our customers, and we thank you for your business.

*From the Office of the COO*

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Should you have any questions, please reach out to us at: 302-7245954.

Thank you,  
Vicdania Health Services