

## During Times of Uncertainty, Depend on Interim

COVID-19 has transformed the world we live in, almost overnight. And those who are most susceptible to this respiratory virus are the same people we care for every day. We know it's concerning, but whatever health challenges our clients face, Interim HealthCare® is here to help. With a focus on four pillars of life—mind, body, spirit and family—we are proud to keep people healthy at home during the pandemic.

### Interim is Well-Prepared and Ready to Respond

For seniors and those with serious underlying health conditions, home is the safest place to be. No one understands this better than Interim HealthCare. As the nation's first home care company, we've been providing the care and support individuals need to live independently and safely at home for more than 50 years. And, we know what to do in a health crisis. We've helped our clients through them before, and we'll see them safely through this one now.

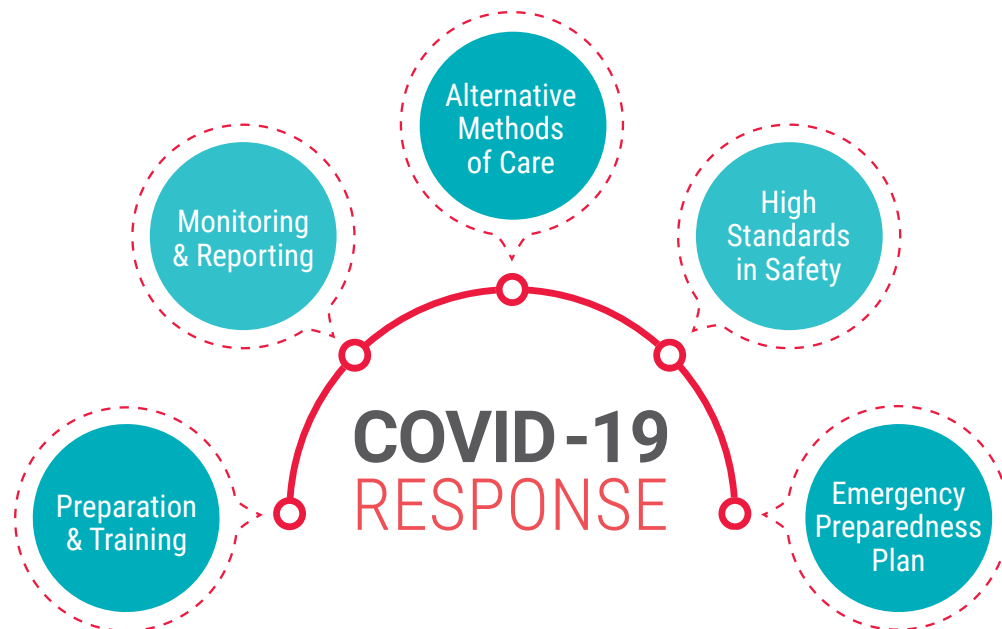
### Home Care that Puts People First

The first thing you should know about Interim is how much we genuinely care about our clients and that we will do everything we can to protect their health and lift their spirits during this trying time. At Interim, caring for others is not just a job, it's a calling—and one that we are privileged to fulfill. We understand what it means to invite a caregiver into the home and the responsibility we bear. So, we go to great lengths to ensure Interim caregivers have the right skills, credentials and personality to deliver exceptional care.

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## Providing Care During a Pandemic Requires a Detailed Plan

At Interim, we're not just hoping our clients make it through this time well; we have a detailed plan in place to ensure they do. Here's a look at some of the proactive measures we're taking to protect our clients during the COVID-19 pandemic:





### Preparation & Training

- Our employees have been trained on “COVID-19 Awareness and Prevention Practices”
- We provide employees with daily updates and collaborate with our network of 300+ offices to respond to needs, provide solutions and ensure the safety of our clients
- Employees have access to a vast online network of clinical training and professional development resources to ensure their skills are well-matched to your needs



### Monitoring and Reporting

- We monitor the health of our employees and clients daily and take the proper preventative measures when symptoms appear
- We respond promptly to any suspected and/or confirmed cases of COVID-19



### Alternative Methods of Care

- Regular communication with clients via phone, text or virtual technology
- Virtual telehealth check-ins with clients via Zoom, Skype and FaceTime
- Physician visits via telemedicine technology, supported by various self-assessment tools



### High Standards in Safety

- Adherence to guidelines set forth by the Centers for Disease Control and Prevention (CDC), the State Department of Health and any state-specific mandates
- Employees exhibiting symptoms of an illness are required to stay home
- Increased hand hygiene protocols require employees to wash/sanitize their hands before and after patient contact and at regular intervals throughout the day
- Disinfecting clients’ homes includes cleaning frequently touched surfaces and items such as countertops, doorknobs, light switches, remotes, cell phones, etc.
- Partnering with suppliers to secure personal protective equipment (PPE) and resources required to keep clients safe and employees protected while caring for others



### Emergency Preparedness Plan

- Interim has a preparedness plan in place for emergencies related to COVID-19
- Our plan has been recently updated and clearly communicated to our employees to ensure they know how to respond in a critical situation

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Interim understands that COVID-19 poses real concerns for our clients, but we have a solid plan in place to keep them safe and well. Our team is experienced, well-prepared and ready to respond to their needs. Whatever challenges our clients are facing, they can count on Interim to be a reliable source of skilled care, compassion and support amid this health crisis.