



Reliance

March 18, 2020

Dear Reliance Health Care Family,

As we navigate these trying times, we wanted to reach out to you and let you know how much we appreciate everyone's dedication to our patients and the professionalism that all of you have demonstrated. We are in "uncharted waters" when it comes to the challenges presented to the health care system by the novel Coronavirus. We have full confidence in our ability as professional caregivers to rise to these challenges in the coming days and weeks, perhaps months. These are the exact moments in which we must rely on our training and the systems we focus on each day.

We are proud of each and every one of you for the selfless actions that you have displayed over the last several days and which we know you will continue to display to meet the challenges ahead. The reality, from a health care perspective, is that the worst is probably yet to come. Our patients rely on us to provide a safe and caring environment. To that end, we would ask each of you, and the loved ones that you live with, to abide by the most recent guidelines from the Centers for Disease Control.

**We are considered a Critical Infrastructure Industry**, as defined by the Department of Homeland Security. As such we have a special responsibility to maintain our normal work schedules. We are on the frontlines! We are as prepared as we can be, we will get through this together and we will be better healthcare professionals because of these challenges. We have an entire team working every day to make sure we are able to maximize and distribute supplies and infection control equipment to the facilities that are affected by this pandemic. This is a very fluid situation that is changing almost by the hour, please pay attention to your state and local leaders to stay informed on the changing conditions in your area. Your individual administrators are in daily contact with Reliance, the Administrative Service Provider, and will keep you posted on any relevant news to your facility or individual patients.

Again, we cannot begin to thank you enough for your selfless actions in these trying times. We care for the Americans from the "Greatest Generation" in our facilities. They have lived through wars, economic depressions and pandemics before, while most of us have not. Let's show them our appreciation for all they have sacrificed by rising to this challenge and meeting it head on. We must all do our part.

We have never been more proud to work with the most dedicated and professional team in the entire industry. Keep each other accountable and safe. God Bless each of you and this great nation!

*Brandon and Bryan Adams*

824 Salem Rd. Ste. 210  
Conway, AR 72034  
Phone 501.932.0050  
Fax 501.932.0056  
[www.reliancehc.com](http://www.reliancehc.com)



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Dear Reliance Facility Employees,

Like you, I am watching as the COVID-19 cases continue to escalate around the world and here at home. For our profession, this may be the most challenging time in our careers. It has been an ever-changing series of regulations, mandates, and updates. Our most vulnerable community is being hit hard, and you, our facility staff, are on the front lines of this battle.

Our hearts are breaking for our residents and patients who are now isolated from their families. The physical and emotional toll is staggering for our patients and caregivers alike. In addition to the challenges at work, we all need to remain mindful to take care of our own personal families. The unique challenge of the Coronavirus requires us to adjust our regular practices and adhere to preventive measures to protect our patients, families, communities and ourselves.

The well-being of our patients, teammates, and community is our top priority. We are monitoring and adhering to the latest guidance from the Centers for Medicare & Medicaid Services (CMS), the Centers for Disease Control and Prevention (CDC), and the Arkansas Department of Health (ADH). As guidance is released from these governmental agencies, we at Reliance will disseminate and train on changing policies and procedures so that you all may work to adjust and implement these efforts as quickly as possible.

From a personal perspective, there are changes in our routines that can make a difference in protecting our residents, teammates, and our community. We ask that each Facility Employee, before coming to work, please shower, put on fresh, clean clothes, and come straight to work. Please avoid that traditional stop for a cup of coffee, breakfast, or other personal items. Limiting our exposure before reporting to work limits exposing our residents and teammates to community illness. Likewise, after work, go home, shower, and put on fresh clothes then interact with family; this limits exposure to family members. Attached to this letter you will find the latest White House and CDC guidance on how to best mitigate the spread of the Coronavirus.

We appreciate that requesting changes to life routines outside of work is a big ask. As we have seen in recent days, it will take all of us adjusting our routine to protect those we care for, we work with, and we love. Your dedication to our residents, one another, and this career is appreciated.

*John Ellis*

824 Salem Rd. Ste. 210  
Conway, AR 72034  
Phone 501.932.0050  
Fax 501.932.0056  
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# 15 DAYS TO SLOW THE SPREAD

Listen to and follow the directions of your **STATE AND LOCAL AUTHORITIES**.

**IF YOU FEEL SICK**, stay home. Do not go to work. Contact your medical provider.

**IF YOUR CHILDREN ARE SICK**, keep them at home. Do not send them to school. Contact your medical provider.

**IF SOMEONE IN YOUR HOUSEHOLD HAS TESTED POSITIVE** for the coronavirus, keep the entire household at home. Do not go to work. Do not go to school. Contact your medical provider.

**IF YOU ARE AN OLDER PERSON**, stay home and away from other people.

**IF YOU ARE A PERSON WITH A SERIOUS UNDERLYING HEALTH CONDITION** that can put you at increased risk (for example, a condition that impairs your lung or heart function or weakens your immune system), stay home and away from other people.



For more information, please visit

**CORONAVIRUS.GOV**

# DO YOUR PART TO SLOW THE SPREAD OF THE CORONAVIRUS

Even if you are young, or otherwise healthy, you are at risk and your activities can increase the risk for others. It is critical that you do your part to slow the spread of the coronavirus.

Work or engage in schooling **FROM HOME** whenever possible.

**IF YOU WORK IN A CRITICAL INFRASTRUCTURE INDUSTRY**, as defined by the Department of Homeland Security, such as healthcare services and pharmaceutical and food supply, you have a special responsibility to maintain your normal work schedule. You and your employers should follow CDC guidance to protect your health at work.

**AVOID SOCIAL GATHERINGS** in groups of more than 10 people.

Avoid eating or drinking at bars, restaurants, and food courts — **USE DRIVE-THRU, PICKUP, OR DELIVERY OPTIONS.**

**AVOID DISCRETIONARY TRAVEL**, shopping trips, and social visits.

**DO NOT VISIT** nursing homes or retirement or long-term care facilities unless to provide critical assistance.

## **PRACTICE GOOD HYGIENE:**

- *Wash your hands, especially after touching any frequently used item or surface.*
- *Avoid touching your face.*
- *Sneeze or cough into a tissue, or the inside of your elbow.*
- *Disinfect frequently used items and surfaces as much as possible.*

**CORONAVIRUS.GOV**

School operations can accelerate the spread of the coronavirus. Governors of states with evidence of community transmission should close schools in affected and surrounding areas. Governors should close schools in communities that are near areas of community transmission, even if those areas are in neighboring states. In addition, state and local officials should close schools where coronavirus has been identified in the population associated with the school. States and localities that close schools need to address childcare needs of critical responders, as well as the nutritional needs of children.

Older people are particularly at risk from the coronavirus. All states should follow Federal guidance and halt social visits to nursing homes and retirement and long-term care facilities.

In states with evidence of community transmission, bars, restaurants, food courts, gyms, and other indoor and outdoor venues where groups of people congregate should be closed.