



March 24, 2020

To: Clients and Families
From: Kathey Verbeck, President

We are committed to you.

Our passion at Advantage Nursing is the care and wellbeing of our clients. It is our top priority. We wanted to take a moment during this Coronavirus pandemic to let you know that this agency will do everything within its power to continue essential medical services in your home. Each nursing supervisor has reviewed every client's care plan and current nursing staff with staffing coordinators to identify potential back up nurses, set protocols, and emergency plans. So please know, we have a plan. We can't make promises, there may be a shortage of nurses in the future, but know we are taking proactive steps and we will always be very direct with you on the current situation because we are a team.

Updating you from our March 17 e-mail, regarding immediate steps we've taken to keep you and our nurses safe and healthy we are awaiting additional medical supplies from Medicaid as well as working on procuring more medical supplies on our own. Our nurses are attending weekly meetings via conference calls company wide. We continue to have a **Coronavirus Response Hotline** for each branch, however in light of the pandemic we have implemented nurse supervisor Cara Pribble, RN BSN CDN, as our Infection Control Director. Cara can be reached at 618-694-8801. She can be contacted if a family or nurse is concerned about contact with COVID-19, best practices, when services should and shouldn't be rendered, etc.

Coronavirus Emergency Response Hotline – 866-568-1192 *Available 24 hours a day, 7 days a week*

Cara Pribble, RN BSN CDN – Infection Control Director 618-694-8801 (direct cell)

Northern IL (Chicago/Peoria)	314-405-0587
Southern IL (Edwardsville/Marion)	618-420-8639
Missouri	573-303-4086

Many states and counties are issuing "shelter-in-place" orders which asks people to stay home unless they are doing something necessary like buying groceries or working at an essential business. Our nurses are essential! We have issued nurses with a letter identifying them as essential personnel of a healthcare provider for the purpose of maintaining critical operations. Furthermore, please know that our nurses are also requested to follow state and county guidelines outside of work. The thought is, if we all work together to limit exposure, maintain social distancing, and wash our hands frequently we will stay as healthy as possible, both client families and nurse families.

Moving forward, in light of the rapid spread of the COVID-19 virus and ever changing information from local, state and national media and government, we plan to primarily communicate with you via e-mail. If you do not regularly get e-mails from our office staff please contact your staffing coordinator to ensure we have the correct e-mail address for you. Communication is key during times of crisis like we are in now.