



November 18, 2020

Dear Paragon Team Members:

As we approach the start of the holiday season with Thanksgiving just a week away, I wanted to once again express my sincere gratitude for the excellent care you continue to provide our clients during this pandemic.

Our normally festive and eagerly-awaited gatherings of family and friends are overshadowed by the reality of the fall resurgence of the virus. As home care professionals, we believe in the power of caring for people in the comfort of their own homes, and we must do everything we can to offer hope, comfort, and a renewed sense of commitment to our clients.

Although we are weary of the constant pressure the pandemic has added to our already demanding workload, we must remain vigilant **and positive(!)** in our daily operations. Recent news of effective vaccines gives us hope that normalcy will return but for now we must convey confidence to our clients and their families.

What you are doing is hero's work, and on behalf of Paragon Home Care you're your clients, **THANK YOU!** I hope you have a wonderful and safe Thanksgiving.

Sincerely,

Attilio Manzano  
Executive Director



May 6, 2020

Team:

Thank you again for all that you are doing to care for our clients during this unprecedented crisis! As one news headline recently stated: Home care workers are the 'hidden heroes' on the front lines of the pandemic! As another way to express our thanks for your courage and dedication, for at least the next two pay periods (May 15<sup>th</sup> and 31<sup>st</sup>), we will be including a **Hero Pay Bonus**. The bonus will be based on the total hours worked during the period – starting with a minimum of \$50 per pay period. It's just a small way to say "thank you" for your efforts and dedication during this difficult time.

Also, as this situation continues – it's understandable that we all have an increased level of stress and anxiety. Please monitor your emotional and mental well-being to look out for **Common Signs of Distress<sup>1</sup>**:

- Feelings of numbness, disbelief, anxiety or fear.
- Changes in appetite, energy, and activity levels.
- Difficulty concentrating.
- Difficulty sleeping or nightmares and upsetting thoughts and images.
- Physical reactions, such as headaches, body pains, stomach problems, and skin rashes.
- Worsening of chronic health problems.
- Anger or short temper.
- Increased use of alcohol, tobacco, or other drugs.

Make sure you are getting plenty of rest/sleep; eat healthy meals; take time to breathe, stretch, meditate and/or pray; and avoid alcohol (and of course – drugs). Take time to unwind – play and connect with friends and loved ones. Be selective about what – and how much – news/social media you are watching/reading – just enough to stay informed – then disconnect! If you are struggling, don't hesitate to call us or your clergy, doctor, or counselor. Here are additional resources for help:

- US Dept of Health & Human Services Disaster Distress Hotline: 1-800-986-5990
- CrisisLink: 1-800-273-8255
- Fairfax County Spiritual Support Hotline: 703-324-5185

Finally, just a reminder that we want to do what we can to keep you and our clients safe. If you need more Personal Protective Equipment (PPEs): gloves, masks, gowns, hand sanitizers, etc., please call or text the Hotline (571-488-9119) with your needs. We will assemble a packet for you and let you know when it is ready for pickup at the office. In case you are not able to come to the office, please let us know so that we can make every effort to deliver them to you or your client's residence.

Thank you and continued best wishes for health and happiness to you and yours!

Juan Tuason

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<sup>1</sup> [CDC -Taking Care of Your Emotional Health](#)



April 9, 2020

Dear Caregiving Team:

As the COVID-19 crisis continues, we are doing everything we can to ensure we are following CDC and Virginia of Health protocols for keeping you and our clients safe! So, as you may know, the recommendation now is to increase use of face masks, whenever in public spaces or working with clients. We are continuing to purchase as many masks as we can find – but it is hard because of high demand. So, we are making masks and gloves available to you for pickup at the office. Please send us a text to the Hotline (571-488-9119) if you are in need. Keep in mind that we cannot provide a huge supply, so we will give out a small supply and re-stocking you as needed/available. In order to maximize use, save one mask specifically for outdoor use, and use fresh masks when indoors with your client. Please remember to store face masks in a clean, plastic Ziploc bag to keep it clean and don't mix used and new masks in the same bag.

Finally, in order to ensure that you are getting important updates, we want to ask EVERYONE encourage everyone to download the ClearCareGO app. If you are not able to use the APP, then please login to the [Caregiver Portal](#), to access important messages/updates, confirm shifts, etc. If you need help with accessing or using either option, please text the Hotline so that we can assist you as soon as possible.

Thank you – and hoping you and your families stay happy and healthy!

Attilio Manzano  
Executive Director



March 26, 2020

PARAGON TEAM:

Thank you for your continued dedication to your clients! Paragon Home Care is proud of how our team is bringing quality care to our clients every day, even with the ongoing concerns around the COVID-19 (coronavirus) pandemic! You are the company's most important asset, so it is VERY important that you please continue to take the necessary precautions to keep yourself, your client, and other co-workers whom you might work with as safe as possible. We need to remember that we are each responsible for not just our own safety and health – but of those around us. So, we wanted to take this time to remind you again to please follow these safety precautions:

- **Please check your temperature before going to client's home - if you have a fever, are coughing, or experiencing shortness of breath – please call the Hotline (571-488-9119) to speak to a Client Coordinator so we can find a sub for you!**
- **PLEASE avoid unnecessary gatherings, public places where you would risk exposure/contamination,**
- **Avoid public transportation – call us and we will do our best to help you with a ride,**
- **If you or people in your household have recently travelled or spent time with other people who have flu-like symptoms, please track your own health and take extra precautions,**
- **Wash your hands well – at least 20 seconds! Hand sanitizer is okay when you're in a rush, but soap and water work best,**
- **Cover your mouth with a sleeve or tissue when you cough and sneeze,**
- **Avoid touching your eyes, nose, or mouth – especially with unwashed hands,**
- **If your client is sick, please call the Hotline to let us know, so that we can provide you with masks and gloves to keep you safe,**
- **Disinfect and clean surface areas (tables, refrigerator handles, doorknobs, etc.) in the homes whenever possible,**
- **If you are working in a restricted site (condominium, facility, hospital) that is limiting entry, please call us so we can provide you with an Essential Worker Certification to allow you to enter, and finally**
- **WHEN IN DOUBT – PLEASE CALL US!**

We are here to support and help you and your clients to stay healthy and happy.

Thank you again for being the heroes during this time of crisis!

Sincerely,  
Your Paragon Office Team



## Memorandum

Date: March 12, 2020  
To: Paragon Home Care Caregiving Team  
From: Attilio Manzano, Executive Director  
Re: COVID-19 Instructions

Thank you for your continued dedication to our clients. Paragon Home Care is proud of our staff who bring quality care into the homes of our clients everyday particularly during this uncertain time as our country faces a growing number of COVID-19 cases.

You are the most important resource to Paragon Home Care and we want to make sure you are safe as well as our clients. To that end, I want to remind everyone to follow our organization's existing protocols:

- Stay home if you are sick. If a staff member is sick, we will remove them from the schedule and work diligently to find a healthy replacement caregiver.
- Notify us of any known risk factors, such as travel to areas with widespread outbreaks or local contact in areas known to have reported cases. If a staff member is deemed to be high-risk, we will remove them from the schedule, follow the guidelines from national and local health agencies to report the risk and find replacement staffing if needed.
- Be extra vigilant in our established infection prevention measures, already in place for influenza and all other communicable diseases, which include:
  - Not reporting to work if ill
  - Washing hands often with soap and water or alcohol-based hand sanitizer
  - Avoiding touching eyes, nose, or mouth with unwashed hands
  - Avoiding close contact with people who are sick
  - Covering mouths and noses with tissue if coughing or sneezing
  - Cleaning and disinfecting objects and surfaces
- Currently, the CDC does not recommend home-based caregivers wear masks or respirators if non-symptomatic; however, given this is an emerging issue we will adjust if needed.
- If a staff member becomes ill and is suspected to have the coronavirus, or is diagnosed with coronavirus, we will follow the protocols established by national and local agencies to report the illness and notify those who may have met that person.
- Be aware of symptoms in clients and respond accordingly by taking infection prevention measures and notifying the office of any concerns of serious illness in a client.

- If a client is ill with a fever or respiratory symptoms, it's recommended the client be encouraged to see a physician for further evaluation and consider wearing a mask.
- Depending on the severity of the spread of illness in communities or the response taken by national and state authorities (eg. mandatory isolation, closure of schools, etc.), our staffing levels may be affected. As a result, we may be unable to cover all shifts.
- We will make every effort possible to provide our clients with safe and appropriate care and seek to avoid canceling shifts, however, we cannot guarantee this will not occur given the uncertainties about this situation.
- At all times, regardless of a viral outbreak or other situation, we strongly recommend that our clients have alternative arrangements for the provisions of care in the event we are unable to provide services. We encourage you to begin considering and putting into place back-up plans now, as the severity of the spread of this illness and planned interventions is still uncertain.
- This information has been shared with our clients and their families.

The safety and well-being of our clients and staff are our utmost priority, now and always. We will keep you updated if changes to our protocol occur and we invite you to reach out to us with any specific questions.