



STAR of CA Clients,

There's a lot of news coverage regarding the COVID-19 (Coronavirus) right now and we understand that some may be concerned by reports in various media outlets about the virus and its potential impact. STAR of CA's Leadership Team is regularly monitoring the COVID-19 situation to incorporate the most up-to-date guidance in our planning and preparation efforts in the event the virus becomes more widespread in California. Although the risk is considered low at this time, we want to make you aware of proactive steps we are taking, and what you can do to help.

STAR of CA is:

- Remaining vigilant and monitoring the situation closely as new information becomes available, and keeping our staff and clients informed.
- Planning for the potential of a work disruption if the virus spreads to our service areas.
- Reminding our staff to adhere to STAR of CA's provider cancellation policy due to illnesses.
- As supplies are available, make Clorox wipes and hand sanitizer available for our staff to use to help reduce the potential spread of the virus.

We ask that you:

- Stay informed on the virus. The latest information can be found on the [Center for Disease Control's \(CDC\)](https://www.cdc.gov) website.
- Follow STAR of CA policies related to client cancellations due to illnesses.
- Prepare at home in the case an illness impacts you or your family members (e.g., lining up potential options for child care, having extra food and supplies in the home).
- If you're experiencing symptoms, call and consult with your medical health care provider.
- Cover coughs & sneezes with a tissue, then throw it in the trash.
- Use proper hand-washing techniques frequently – wash with soap & water for at least 20 seconds.
- Use hand sanitizer with 60 – 95% alcohol when you're unable to properly wash your hands.
- Clean and disinfect frequently touched objects (e.g., toys) and surfaces using a regular household cleaning spray or wipes.

It is important to remember that the most accurate and timely information regarding this outbreak is available through State Departments of Public Health or the CDC's website <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

If you have additional questions please contact us at riskmanagement@starofca.com.

Thank you for your support.

Together,

A handwritten signature in black ink, appearing to read 'DMøes', written over a horizontal line.

Doug Møes, President