



April 27, 2020

Dear Patients and Families,

Elite Care wants to assure you that our highest priority is to provide the safest care possible to maintain the health and safety of our clients, patients, and staff during the coronavirus (COVID-19) pandemic. Please know that we are following all guidelines from the Centers for Disease Control and Prevention (CDC) and the Illinois Dept. of Public Health.

Governor Pritzker has extended the Executive Order for Illinois residents to stay at home and effective May 1 through the end of May requires everyone over the age of 2 to wear a facial covering or mask when in public places, where they cannot maintain social distancing of 6 feet or more. After May 1, some elective medical procedures will be allowed. We ask your continued cooperation with staying at home and limiting visitors to help stop the spread of the coronavirus.

The CDC recommends following **everyday preventive actions**:

- ✓ Washing your hands briskly with soap and hot water for 20 seconds;
- ✓ Using hand sanitizer with at least 60% ethanol or 70% isopropanol alcohol, if you cannot wash your hands
- ✓ Covering your cough and sneezes with a tissue, then throw the tissue in the trash;
- ✓ Avoid touching your eyes, nose, and mouth;
- ✓ Disinfect surfaces like doorknobs, tables, and handrails frequently;
- ✓ Increase ventilation by opening windows; and
- ✓ Staying home when you are sick

We respectfully ask that you contact the agency at 630-548-9550, if you are experiencing any of the following:

- Fever
- Cough
- Sore throat
- Shortness of Breath
- Contact with someone who has been ill with respiratory illness
- Contact with a confirmed case of COVID-19
- Contact with a person under investigation (e.g. test pending)
- Exposure to someone who has travelled to countries with sustained community transmission

Working together we can limit the spread of COVID-19 and keep your loved ones and our staff safe.

Sincerely,

Elite Care Management Team