

Memo regarding Best Care Business Continuation Plan and COVID-19 Threat

To: All Clients and Caregivers

From: The Best Care Team

Best Care has developed a business continuation plan to support clients and caregivers, and maintain business continuity during events like the current Coronavirus threat. Best Care's top priority is to ensure the health and safety of caregivers, people we serve and members of our communities during this event. Best Care has policies, procedures, plans and infrastructure in place to ensure continued operations during the Coronavirus (COVID-19) event.

Best Care's business continuity strategy focuses on identifying core business functions and shifting employees to a virtual (or home-based) workplace. Best Care's core functions can all be performed remotely, and Best Care has the IT infrastructure to support telecommuting. Best Care is prepared to have all of its employees working from home as the situation escalates as needed. It is our goal that if there is an impact on service levels it will be minor and temporary.

The people we serve and their caregivers will continue to be able to submit service documentation, receive phone support and receive timely payments.

Coronavirus Response as of Today

Below are the actions that the company has taken so far to address the Coronavirus threat.

Best Care has activated our Emergency Response Team. The team's responsibility is to:

- Monitor State and Federal information outlets for updates to the ongoing threat.
- Make determinations about procedures that are required to protect clients and caregivers.
- Provide ongoing communication to clients and caregivers.

Best Care has drafted a Coronavirus prevention and response plan and communicated it to all employees. The plan includes detailed information about prevention of disease and procedures for self-quarantine in the event of infection.

Quarantine Plan

As communities identify cases of Coronavirus and take community-wide action to quarantine, Best Care will likewise escalate disease prevention and social distancing plans. Plans include closing of the office if necessary, suspension of most in-home Qualified Professional supervisory visits, and remote enrollment of caregivers.

In-Home Visits

Occasionally Best Care conducts in-home visits to enroll recipients and caregivers, or to make Qualified Professional supervision visits. This practice has the potential to expose people who have high risk for Coronavirus complications to the disease and to increase the spread of the virus. Best Care will complete all enrollments and Qualified Professional visits electronically or via mail with phone support to ensure the health and safety of those we serve, as well as administrative staff.

As always, the Best Care team will put the needs of the people it serves first while taking necessary precautions to protect the health and safety of the clients and caregivers we serve. Best Care will continue to collaborate with the State and other partners as we work together to minimize the impact of this pandemic.

Any questions or concerns regarding the above, contact our office at (651) 330-2550.