Dear (CLIENT NAME) and Family,

Now that 2021 is in full swing, I wanted to provide you with an update on (HOME CARE AGENCY NAME)’s continuing efforts to keep you and your loved one safe during this pandemic. The fight is far from over, but we are happy to see even a minimal decline in COVID-19 cases as vaccines continue to be distributed to the most vulnerable populations.

Let me assure you that (HOME AGENCY NAME) is committed to doing everything possible to protect you and your family and our caregivers during this very challenging time. We have worked tirelessly with our local entities to secure vaccine appointments for our staff members and clients and are hopeful for continued success. If you or your loved one is having difficulty securing the vaccine, please contact our office at (NUMBER) or email: (EMAIL ADDRESS)

We also recognize that many people are hesitant about getting the vaccine so we encourage everyone to learn as much as they can to make an informed decision. You may view videos on the benefits of the vaccine at the Home Care Association of America’s website at [COVID-19 Resources - Home Care Association of America (hcaoa.org)](https://www.hcaoa.org/covid-19-resources.html)

Our caregivers have been instructed on infectious disease control and understand the importance of hand washing, cleaning surfaces, wearing a mask and gloves as well as monitoring any change of condition. These practices have been followed throughout the pandemic and continue to be monitored. Our supervisory staff is always available for consultation and to answer any questions you may have. Our caregivers are also screened at the start of each shift and if they experience any change or if their client shows any symptoms, immediate action will be taken.

You can help by limiting visitors in your home. However, if you plan on having guests, please encourage them to wear masks and practice social distancing as much as possible. We want to keep you and our caregivers safe, so your cooperation is greatly appreciated!

Thank you for your trust in (HOME CARE AGENCY). We pledge our continued commitment to do everything we can to keep you safe and healthy.

Sincerely,