



All Team Members,

I want to thank all of you for your dedication and support during this difficult time related to COVID-19. I continue to hear about various acts of teamwork and compassion, that are hallmarks of our team members. These stories warm my heart.

This crisis is not going away quickly. How companies like us respond to this crisis is truly a function of leadership and teamwork. Our response to date and our daily commitment to continuing to serve our patients and help each other will absolutely make us a better company.

We realize our patients are someone's mom, dad, grandfather, grandmother...and they need our help. We all work here because we care. We are empathetic and compassionate people looking to provide exceptional service. We live our mission: Right Care, Right Time, Right Place. We have a long history as bedrock caregivers in our communities. And during this crisis, we all need to step up to a new level of engagement to help us meet the needs of our patients.

We remain committed to keeping you safe. However, we still need to work, maybe now more than ever, to meet the needs of our patients and partners. We also know social distancing is important to keep the disease from spreading. Shortly, you will see us enact measures to help with social distancing, that could include: working from home, split shifts and increased sanitation measures.

A key to supporting our social distancing strategies is the availability of necessary technology. We are working hard to increase the speed of technology purchases, including new computers and smart phones to facilitate telehealth visits.

We are committed to being the partner of choice for the hospitals and care centers we serve. Now, they need us to rise to the occasion. We are open for business and ready to take on patients.

While many companies in our industry are struggling with and are almost paralyzed by this crisis, we are taking a leadership position in responding. And as a result, we expect to grow, not shrink.

Now is our time to innovate. We are in uncharted territory. There's an old saying, "necessity is the mother of invention," and that time is now. I encourage you all to be problem solvers, speak up, and help find solutions. For example: how do we maintain access to facilities and patients, and how do we create additional caregiver capacity through telehealth, administrative simplification, maximum use of your clinical talents, and more part-time helpers?

We are the solution to a lot of the concerns across our nation regarding maxing out our hospital systems. Now is our time to shine. It is our duty to care for these patients at home and help to decrease the spread of this virus.

Again thank you. This is our time. Right Care, Right Time, Right Place!!!

Scott Powers

Chief Executive Officer

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