



Coronavirus – COVID 19 – Process Changes

The World Health Organization (WHO) has declared the virus a global pandemic. This is impacting how we conduct our daily lives. We know you're having many questions and concerns about what to do in the event you or your client becomes sick along with process changes to limit physical interaction. As an Agency, we feel it's very important to protect our staff and our Clients and are in the process of preparing instructions and communicating as much information as possible.

This communication will be the first of many. Please make sure you are reading each one thoroughly. Call the office if you have any questions.

Each of you will have your own concerns for your family's health and wellbeing. Be sure to pay attention to your town, state, federal news. You can view information on the CDC website as well. <https://cdc.gov>

You are the best defense against the spread and it's important that you follow the instructions provided.

Steps to help prevent the spread of COVID-19 if you are sick. Click on the link below to view detailed information. <https://www.cdc.gov/coronavirus/2019-ncov/about/steps-when-sick.html>

What to do if you're sick.

- Call the office and speak to one of the office personal
 - Tell us what the illness is. This will determine when you can return to work
 - Call the office as soon as you know you are unable to work due to reasons such as lack of childcare, transportation, etc.
 - The office personal will contact the client and or the Clients family
- ***Notify the office immediately*** if you know you have come into contact with anyone that has tested positive for COVID 19.
- Call your doctor: If you think you have been exposed to COVID-19 and develop a fever¹ and ***symptoms of respiratory illness, such as cough or difficulty breathing***, call your healthcare provider immediately. Your doctor should instruct you on where to go to get tested.
- A doctor's note is required in order to return to work, if you are out of work due to illness.
- A timesheet is required to receive payment for sick time.

Traveling within or out of the country

- If you have or plan to travel to another country you must notify the office.
- If you have or plan to visit another state within the US you must notify the office.
- Upon return you will not be able to resume your schedule for at least two weeks.



Remember our clients are the most vulnerable, especially those with underlying medical conditions.

Client Plan of Action

Our Clients depend on us for their basic needs, safety and social interaction. It is important that staff do everything they can to stay safe and healthy so they can continue to provide services. As of now, it is our intention to continue services as usual. However, it is important that a plan is put in place in the event the situation changes.

- Talk with **ALL** your clients and/or the client's family about having a back-up plan in the event services are cancelled. Check the Emergency Action Plan provided to you during the In-Service training last year along with your New Hire Packets for information on planning.
- Clients, especially those in the high-risk category must call their Case Managers in the event services are cancelled. These clients include anyone that has an underlying medical condition and/or limited access to basic needs such as food, water, medicine.
- Staff must call the office and communicate any cancellations, concerns, schedule changes.
- Office staff are required to immediately notify the Case Managers, if, as an agency we are unable to provide services for our Clients.
- The Agency on Aging is reaching out to all their clients and communicating the need for a backup plan as well.

Office Interaction

- We are asking all Field Staff (Homemakers/Companions and PCAs) to limit the need to come to the office.
- Call the office for any questions, concerns, timeslips, schedule updates etc.
 - Timeslips, gloves, schedules will be left for staff outside the office with your name on it to be picked up at your convenience.
- **Paychecks** – As of the next pay cycle all checks will be mailed to the address noted on your paycheck. Paychecks will be mailed out on Wednesday afternoon once they are processed.
- **Call the office if you have had a recent change of address** or if you absolutely need to pick up your check on Thursday. Special arrangements can be made to accommodate specific needs.