



B&M Homemaking and Companion Services, LLP
38 Church Street West Haven CT 06516
203-932-9966

Coronavirus – COVID 19 – Process Changes

Memo 2

Review the following information and call the office if you have any questions.

As of today, additional steps to self-quarantine have been implemented by the Governor. We know the burden this will cause our staff and we're doing what we can to make sure you, your family and our Clients remain safe and healthy.

REMINDER - Check yourself!

- Make sure you are not showing any signs/symptoms of the virus before going to the client's home.
- Call the office if you are not feeling well.
- Follow the instructions provided by the office staff. Remember you can not return to work if you are having symptoms of the virus unless you have a doctor's note confirming you are cleared to return to work.
- Call your doctor and get instructions on where to go if you need medical attention.

Client Wellbeing

- It is our responsibility to ensure we protect our clients as well as ourselves. At this time, we will continue to maintain services for our clients unless otherwise notified. Clients are beginning to cancel services temporarily. We are notifying staff as soon as we receive the information from our clients and/or families.
- **Backup Plan** - Encourage your clients to prepare for a stop in services. Make sure they have medications, food, water and a back up plan for assistance such as a family member, friend or neighbor.

Schedules

- The office is doing everything they can to maintain schedules. We're focusing on offering coverage schedules to anyone that may have lost hours due to cancellations and are available to work.
- Some Clients have been cancelling services for at least two weeks in an abundance of caution. We can not predict that they will resume at that time. We will be in contact with our clients and talking to them about resuming services and will then notify staff.



Loss of Hours – Information on Unemployment

This uncertainty is very unsettling. To assist our staff, I'm sharing the following information that we just received.

State Senator James Maroney sent an email with the following information. Follow him on Facebook to receive updates.

<https://www.facebook.com/SenatorJamesMaroney/>

Unemployment and Layoffs

Unfortunately, we are learning that an increasing number of businesses will be laying off staff and reducing hours, adding stress to an already stressful time. According to the Department of Labor, if you are a worker or business owner needing to file unemployment, please follow these steps.

If you are a worker: Please visit www.filectui.com to file for unemployment and please do so as soon as possible. It is important to file as soon as you become unemployed. Further information is available at that website or emailing dol.webhelp@ct.gov.

If you contract COVID-19 and need to take time off work or are fired, you may file for unemployment benefits. You may also file for unemployment benefits if you are required to self-quarantine, your employer closes during this outbreak, or a family member becomes ill. The outcome will depend on a case-by-case basis.

If your employer only permits you to work part-time instead of full-time or you work multiple jobs and your full-time employer closes, you may be eligible for partial unemployment.

If your employer retaliates against you for filing unemployment, you may file a complaint under the Connecticut Unemployment Compensation Act.

Masks/Gloves

- Masks have been ordered. As you know, these items are not readily available and delivery will not be for another week. The office will notify staff when they come in and are available for pick up. Masks are not required unless you or your client is sick.
- Remember to wear your gloves and wash your hands!!!



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Identification Badges/Elderly Housing

- Make sure you're wearing your ID Badge especially when entering an elderly apartment complex.
- Be aware that elderly housing complexes are restricting visitation but are allowing staff to provide services. The facilities will be checking your temperature when you enter the building.
- Always check in with the front desk/security etc., when arriving and follow the procedures.
- If you are unable to enter the building due to restrictions, call the office immediately.

Office Interaction – Social Distancing

- ***As of Tuesday, 3/17/2020 the office doors will remain locked. No one will be allowed to enter unless absolutely necessary. Do not bring family members, children or clients into the office.***
- Staff must call the office if they need assistance.
- Drop timesheets and any other documents such as doctor's notes, must be placed in the mailbox labeled B&M Homemaking.
- If staff need Timeslips, gloves, schedules etc., the office staff will leave the needed items in envelopes outside the office with your name on it to be picked up at your convenience.
- **REMINDER - 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.
- **Any remaining paychecks from last week will be mailed unless the staff contacts the office to make other arrangements.**

Office Staff

If in the event there is a need to quarantine the office, office staff will be required to work remotely. We have done this before during extreme weather conditions and maintained open lines of communication. We are working on a plan to support the possibility of remote work for several weeks if needed. The priority of the plan is to support our Field Staff and ensure you all receive the daily assistance you need to maintain services.

Further communications will be sent to you to let you know if and when that occurs.