



## Coronavirus – COVID 19 – Process Changes

### Memo 3

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

We want all of our staff to know that we are working hard to maintain services as best we can. As things progress it will become more difficult to do so. We want you to know that the office is talking with Clients and Staff routinely. Please know that we are thinking and praying for all of you, knowing your health and financial concerns. We appreciate your dedication and thank you for your patience.

***We know we can get through this difficult time and we will do it together!!***

#### Clients – Traveling

- ***Notify the office immediately***, if your client has traveled out of the ***country*** or out of the ***state***.
- ***Notify the office immediately***, if your client is having ***visitors*** in general, along with visitor from out of state.

***Staff should remind clients that the less interaction with others is what the CDC is telling us to do to prevent the spread of the virus.***

The office will be in contact with our clients asking them to make sure they are following the CDC recommendations such as washing their hands, keeping a safe distance from others etc. They will also be asking the clients if they have or plan to travel out of the country or state. Additionally, they will be asking if they have had visitors who may have traveled out of state or have come into contact with anyone that might have contracted the Coronavirus.

#### Shopping/Errands

- Shopping and Errands should be done 1 time per week.
- Assist your client in preparing a list of necessary items.
- Plan Errands – Call stores ahead of time to make sure they have the items the client needs.



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**REMINDER - Check yourself!**

- Make sure you are not showing any signs/symptoms of the virus before going to the client's home.
- **IMMEDIATELY CALL** the office if you are **NOT** feeling well.
- **Follow the instructs** 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.
- CALL 211

**Client Wellbeing - Reminder**

- **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.
- Client's should be either cancelling or rescheduling all non-essential doctor appointments.

**Office Staff - Reminder**

The office doors will remain locked until further notice.

Remember to call the office if you need supplies such as gloves and time sheets. We will notify staff as soon as the masks arrive.

**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!!!

**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.