



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

## Coronavirus – COVID 19 – Process Changes

### Memo 5

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

The office receives a newsletter every day with information on what's happening in our state. As you are probably aware the State will be opening on May 20, 2020 based on the guidelines. We are tracking these changes and want to make sure we are sharing them with you. This of course is good news, but we also want to caution staff as we transition back to opening up the state with each phase. The numbers are decreasing overall which is great news, but the virus is not gone. We as homecare providers must remain diligent in adhering to the guidelines made available by the Center for Disease Control (CDC) that can be found on their web site. The Governor has also provided guidelines for opening the state. All staff should read the guidelines and be aware of the many changes happening across the state.

Governor Lamont – Rules for Businesses First Phase.

<https://portal.ct.gov/Office-of-the-Governor/News/Press-Releases/2020/05-2020/Governor-Lamont-Releases-Rules-for-Businesses-Under-First-Phase-of-Reopening-Plans>

White House – 30 Days to Slow the Spread

[https://www.whitehouse.gov/wp-content/uploads/2020/03/03.16.20\\_coronavirus-guidance\\_8.5x11\\_315PM.pdf](https://www.whitehouse.gov/wp-content/uploads/2020/03/03.16.20_coronavirus-guidance_8.5x11_315PM.pdf)

***We are getting through this difficult time together!!***

B&M and your Client's thank you for your continued hard work. We understand that balancing work, family and protecting your loved ones as well as yourself has been a challenge.

The office staff continue to monitor the return to work/services for clients and staff. Staff will be contacted for a return to work date and notified when clients are ready to resume schedules.

We are still looking for staff to fill schedules for Homemaking/Companion and PCA. Call the office and provide your availability as soon as possible.



### **CONTINUE TO - 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. ***Do not go to work!***
- ***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 and have tested negative for the virus.
- Call your doctor and get instructions on where to go if you need medical attention.
- CALL 211

### **CONTINUE TO - Check your Client!**

- Contact the office if you note that your client is not feeling well and may be showing signs or symptoms of the virus.
- **IMMEDIATELY CALL** the office. ***Do not go to work!***
- ***Follow the instructions*** provided by the office staff. Office staff will notify the client's case manager, contacts and family members.
- Staff will not be allowed to return to the client unless confirmation that the client is virus free. Office staff will notify field staff when that information is made available.

### **CDC – Known Symptoms**

[Symptoms of COVID-19](#) include cough, shortness of breath, difficulty breathing, or at least two of the following symptoms: chills, shaking with chills, muscle pain, headache, sore throat, and loss of taste or smell. Symptoms can range from mild to severe and may appear up to two weeks after exposure to the virus, according to the CDC. Some people with COVID-19 don't display any symptoms. Seek medical attention if you experience serious symptoms such as trouble breathing or pain or pressure in the chest.

**How do I know if I should be tested for COVID 19? Where do I go and what do I need to do?**

<https://portal.ct.gov/Coronavirus/Health/COVID-19-Testing>

**Where to go for Testing -** <https://www.nbcconnecticut.com/news/coronavirus/locations-for-drive-though-covid-19-testing-in-connecticut/2244133/>



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### Masks/Gloves

- Our most recent order of medical masks will not ship till June. Until then we are still distributing the clothe masks with instructions on maintaining and cleaning the masks.
- Gloves have been ordered as well and fortunately we have been able to maintain distribution to staff so far.
- Remember to wear your gloves, masks and wash your hands!!!

### Public Transportation

- Remember to wear gloves and masks as well as use hand sanitizer if using public transportation.
- Always remove your gloves and mask upon entering the client's home and put on a fresh mask and gloves once you're inside the home.
- CT DOT Precautions for Public Transportation - <https://www.cttransit.com/news/ctdot-taking-coronavirus-precautions-public-transportation>

### Personal Vehicles

- Clean your vehicle regularly. At a minimum, clean and disinfect commonly touched surfaces in the vehicle at the beginning and end of each shift and between transporting passengers who are visibly sick. Ensure that cleaning and disinfection procedures are followed consistently and correctly, including the provision of adequate ventilation when chemicals are in use. Doors and windows should remain open when cleaning the vehicle. When cleaning and disinfecting, individuals should wear disposable gloves compatible with the products being used as well as any other PPE required according to the product manufacturer's instructions. Click here to get more information - <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/disinfecting-transport-vehicles.html>

### Shopping/Errands

- While the state is opening up we still highly recommend that Shopping and Errands are 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.

### Office Staff

The office doors will continue remain locked. The state has provided instructions on maintaining office safety; however, we feel that it is too soon to open the doors to the general public.

Remember to call the office if you need supplies such as gloves, masks and time sheets. The packets will be in a black box on the steps by the **back door**.



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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.