



Preferred Home Care Services

COVID-19 Preparedness Plan

Implementation:

Preferred Home Care Services will:

- Notify service recipients about the plan and make it available to them upon request, and if appropriate to their parents, legal guardians, or case workers;
- Train staff and volunteers on the plan and ensure they are capable of implementing it;
- Post the plan in a prominent place or make it accessible to staff who need to review it.

NOTIFYING & WORKING WITH MDH:

Preferred Home Care Services will notify MDH (MN Dept of Health) when there is a confirmed case of COVID-19 within our agency by calling 651-297-1304 or 1-800-657-3504 (Mon.- Fri., 8AM-5PM). We will work with MDH and comply with their directive when given.

1. Hygiene and source controls:

- Preferred Home Care Services will provide agency staff with face masks, face shields, & hand sanitizer to be used as personal protective equipment.
- Caregivers have been trained on universal precautions and covering their cough.
- Caregivers will wash hands upon arriving at client's homes
- Face masks use are mandated by the governor's executive order and are required when in public, in a vehicle with a client and when in the client's home when unable to keep a 6-foot distance.
- Disinfectant wipes, tissues and hand sanitizer are available for office staff
- Clients and caregivers are encouraged to have supplies on hand to sanitize their homes.
- Caregivers have been trained to sanitize frequently touched surfaces in their clients' homes frequently.

References: [Standard Precautions](#)

2. Cleaning and disinfecting:

- PHCS) will follow CDC guidelines for sanitizing office space as well as client homes.
- Caregivers use hot water to wash towels, bedding and other items and to dry them completely.

References: [Disinfecting](#)

Use EPA-registered disinfectants recommended by the CDC: [Coronavirus \(COVID-19\)](#)

3. Screening and policies for staff:

- Preferred Home Care Services screens each staff and client prior to the start of each shift for signs and symptoms of COVID19.

4. Screening and policies for service recipients exhibiting signs or symptoms of COVID-19:

[Visitor and Employee Health Screening Checklist \(PDF\).](#)

5. Social distancing throughout the day:

- Vulnerable clients should stay home as much as possible.
- Office staff have seating arrangements that are 6 feet apart.
- Office meetings are conducted with social distancing.
- Clients and caregivers are encouraged to social distance when working together.

6. Food preparation and meals:

- Office staff will use social distancing during mealtimes
- Clients and caregivers will not share food, beverages or utensils.
- Caregiver will practice proper hand washing prior to preparing and shopping for food

7. Communications and training:

- On-going communication/training is sent to caregivers via Remind/text message.
- Caregivers will share the plan with their clients and ensure that their clients are aware of the signs and symptoms of COVID19.



Preferred Home Care Services

CORONAVIRUS PROCEDURES

PURPOSE: The purpose of this procedure is to alert PHCS team members of the procedures to follow should symptoms of the Coronavirus present.

PROCEDURE:

1. EARLY SYMPTOMS: If a PHCS team member begins presenting with the following Coronavirus Symptoms (CDC, Feb. 2020):

Reported illnesses have ranged from mild symptoms to severe illness and death for confirmed coronavirus disease 2019 (COVID-19) cases.

The following symptoms may appear 2-14 days after exposure.

- Fever
- Cough
- Runny nose and sore throat
- (More Severe Cases) Shortness of breath

*This is based on what has been seen previously as the incubation period of [MERS-CoV](#) viruses.

EMERGENCY SYMPTOMS: If you develop emergency warning signs for COVID-19 get medical attention immediately. Emergency warning signs include:

- Difficulty breathing or shortness of breath
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face
- Loss of taste and/or smell

*This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.

2. GET MEDICAL CARE.

Call First: Call your healthcare provider's on-call/nurse number and report that you have symptoms of COVID-19. This will help the healthcare provider's office take steps to keep other people from getting infected or exposed.

3. Follow the Clinic's Instructions: The clinic will give further instructions about Where and how to be tested for the virus.

4. IF YOU ARE SICK (with or without the virus):

REGARDING WORK:

a. Contact the PHCS office and let us know ASAP that you are sick. 612-501-2273.

DO NOT CALL YOUR CLIENTS, THE OFFICE WILL DO THAT!

b. Please provide medical documentation (a doctor's note documenting that illness)

c. If possible, please ask the medical provider to list a proposed return-to-work date.

CDC RECOMMENDATIONS IF YOU ARE SICK:

a. Stay home except to get medical care.

b. People who are mildly ill with COVID-19 are able to isolate at home during their illness.

c. Restrict activities outside of your home, except for medical care.

d. Avoid public areas: Do not go to work, school, or public areas.

e. Avoid public transportation, ridesharing, or taxis.

- f. Stay away from others: As much as possible, you should stay in a specific room and away from other people in your home, you should also use a separate bathroom, if available.
- g. When possible, have another member of your household care for your animals while you are sick. If you are sick with COVID-19, avoid contact with your pet, including petting, snuggling, being kissed or licked and sharing food. If you must care for your pet or be around animals while you are sick, wash your hands before and after you interact with pets and wear a facemask.

5. PRACTICE STANDARD PRECAUTIONS: Continue to practice all hygiene that has been advised throughout this pandemic, see link:
<https://www.cdc.gov/infectioncontrol/basics/standard-precautions.html>)

6. COMMUNICATION: Continue to communicate with PHCS throughout your recovery to keep us in the loop regarding your health and well-being (we care about you, and so do your clients). Please, continue to send all medical documentation for PHCS's records, and let us know, immediately, if you have a revised return-to-work date.

7. INDIVIDUAL CIRCUMSTANCES: PHCS will be treating each caregivers' situation individually. Each person's situation and circumstances are different, and we want to treat each individual with dignity and respect. We need help from our employees to do this. Please keep us informed about your health and well-being. We want to work with you to help you recover to full health as full as possible without causing undue stress.

Please visit the following website for more information about What to Do if You are Sick:
<https://www.cdc.gov/coronavirus/2019-ncov/about/steps-when-sick.html>



Preferred Home Care Services

COVID 19 Use of Protective Equipment

POLICY: To ensure that Preferred Home Care Services, personnel comply with MN department of Health's recommendations on the use of preventative equipment while working in client homes and to decrease the potential for the transmission of COVID 19. At this time, The MN Department of Health (MDH) and The Center for Disease Control (CDC) have required face coverings be worn while in public settings where social distancing measures are difficult to maintain. Apartment complexes assisted living facilities, and many individual clients require the use of a mask by caregivers.

PROCEDURE: staff who are working directly with clients are encouraged to wear the following personal protective equipment: face coverings/masks and gloves.

- **MASK INFORMATION:** When wearing a mask, staff should remain mindful not to touch the masks and to wash hands immediately after touching the mask. Cloth masks should be washed daily with soap and water. Disposable masks should be discarded at the end of each day. Ideally, a new mask should be worn for each client if visiting more than one client per day. Masks should be changed when wet or soiled.

NOTE: It is important to understand that wearing a mask serves only to prevent you from infecting others and does not prevent you from contracting the virus.

- **GLOVE INFORMATION:** It is important to use proper procedures for removing gloves as to not contaminate clean/sterile surfaces and/or masks. There are some instructions about safely removing gloves included in this procedure.

Resources:

<https://www.health.state.mn.us/diseases/coronavirus/hcp/maskssource.pdf>

Handwashing:

https://www.seton.co.uk/media/catalog/product/d/m/dmeu_y4269620_01_std.lang.all.jpg

Proper gloves usage: <https://www.cdc.gov/handhygiene/providers/index.html>

Masks:

<https://www.health.state.mn.us/diseases/coronavirus/hcp/masks.pdf>

Help Reduce the Spread of COVID-19

The Centers for Disease Control (CDC) now recommends wearing cloth face coverings in public settings to help protect our community. The mask should not be used (1) in any surgical setting or where significant exposure to liquid, bodily or other hazardous fluids, may be expected; (2) in a clinical setting where the infection risk level through inhalation exposure is high; or (3) in the presence of a high-intensity heat source or flammable gas.

As of July 25, 2020, per the [Governor's Executive Order 20-81](#), people in Minnesota are required to wear a face covering in all public indoor spaces and businesses, unless alone. Additionally, workers are required to wear a face covering when working outdoors in situations where social distancing cannot be maintained.

Please click on the following link for more information of the executive order:

[Face Covering Requirements](#)

PHCS requests that all caregivers do the following:

- Follow the executive order
- Wear a mask when present in a vehicle with clients or in areas where a 6 foot distance is not possible.

Please know:

- Anyone could be a carrier of COVID-19 and not know it.
- Everyone plays a role in protecting the community against COVID-19.
- The face covering will help reduce the likelihood of you spreading the virus to others.
- This face covering does not replace the N95 used in healthcare settings and should not be used when caring for those with COVID-19.
- The face covering is one way to combat the virus. Social distancing, handwashing and other CDC recommendations should also be followed.

Materials

- Fabric touching skin: 100% cotton. Face covering contains silver and copper.

Warnings

- If skin irritation occurs, immediately stop using the face covering. If irritation persists, consult your primary care provider.
- Be mindful when wearing this product if you have lung disease, like emphysema, or chronic heart disease. Stop using this product if you notice difficulty breathing while wearing it.

Washing Instructions

- Machine wash warm up to 15 times before discarding. Tumble dry high. Do not use bleach, chemicals or disinfectant to wash this product.

Note: There have been reports of mold forming on the face masks. The mold spores are then inhaled by the user. This happens when they are not being washed.



Preferred Home Care Services

COVID-19 CAREGIVER ILLNESS POLICY

POLICY: This policy is to guide PHCS administrative decisions and to decrease the spread of COVID19. To assist office administrators when considering staffing needs related to a caregiver who has exhibited symptoms, has knowingly come into contact with Coronavirus or has tested positive for the virus.

PROCEDURE:

Caregivers:

Reporting:

- All caregivers will follow the agency's Coronavirus Procedure for directions regarding illness, symptoms, notifying the office, etc.
- Caregivers will answer screening questions prior to the start of each shift, the office will be notified of any answers that are flagged as a risk. During/prior to this check in, the caregiver will screen his or her client for signs and symptoms as well.

Administration:

Reporting:

- When notified via caregiver self-report or generations shift check in, that a caregiver has failed the screening report, and request that the caregiver be tested for the virus.
- PHCS has the right to request that the caregiver obtain a COVID test if they exhibit any of the signs/symptoms of the virus.
- If a caregiver fails the screening report due to being in contact with a person who has tested positive for COVID19, the caregiver will be required to monitor their symptoms by taking their temperature each day, prior to the start of their first shift, and recording their temperature to PHCS. This monitoring will remain ongoing for 14 days from the date of exposure.
- If a caregiver tests positive for COVID19, agency personnel will notify MDH by calling 651-297-1304

Staffing:

- If the caregiver is actively exhibiting symptoms that correlate with COVID19, they will be asked to isolate themselves, will be taken off of their client's schedules and may be asked to obtain a COVID test.
- When a positive test result is received, the caregiver will be required to quarantine him or herself and thus not return to their scheduled shift for 14 days from the date of onset of symptoms.
- The caregiver should NOT contact his or her clients, the agency or DHS will be in contact with the clients to follow the COVID-19 tracing procedures.
- Caregivers will be offered work hours if it has been 10 days from the onset of symptoms and he or she has been fever free without the use of medications for 24 hours, or have obtained an additional COVID test with a negative result.
- Note: The caregiver may or may not have the same clients and/or same hours. Clients' schedules/needs will be filled as per their needs and PHCS will continue to staff as clients have needs

***This policy is subject to change as CDC/WHO/state guidelines change; the most current version will be available on the agency's website at:

preferredhomecareservices.com

COVID 19 CLIENT ILLNESS POLICY

POLICY: This policy is to guide administrative decisions and to decrease the spread of COVID19. To assist office administrators when considering staffing needs related to a client that has exhibited symptoms, has knowingly come into contact with Coronavirus, or has tested positive for the virus.

PROCEDURE:

Clients:

Reporting:

- Each caregiver has been instructed to check in with their client prior to the start of his or her shift. The caregiver will screen their client for signs and symptoms of COVID19. The caregiver will document this will notify the office if there is a concern.
- The client may also self-report to the office.

Administration:

Reporting:

- When notified via client self-report, shift check in that a client has failed the screening, administration will contact the client.
- The client will be asked to seek medical attention for his or her symptoms and remain in contact with the office regarding medical recommendations.

Staffing:

- If the client has received a positive COVID-19 test result, agency staff will be removed from the schedule after first considering whether the client is able to be left without services.
- The client will be placed on a COVID-19 hold pending the client's condition and recovery and the client's case manager as well as any other people related to the client's care team will be notified of the hold.
- Agency staff will check in with the client and or their representative at random intervals while they are on hold, all check-ins will be documented.
- A caregiver may return to work with the client if the client has been symptom free and it has been 14 days from the date of his or her testing.
- PHCS has the right to request that the client obtain a COVID test if they exhibit any of the signs/symptoms of the virus.
- If a client tests positive, any other agency staff that have had contact with that client, within the contagious time frame, will be notified of their potential risk.

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