

COVID - 19 Preparedness Plan

Sincere Home Care is committed to providing a safe and healthy workplace for all our caregivers, clients, guests, and visitors. To ensure we have a safe and healthy workplace, **Sincere Home Care** has developed the following COVID - 19 Preparedness Plan in response to the COVID - 19 pandemic. All staff is responsible for implementing this plan, as our goal is to mitigate the potential for transmission of COVID - 19 in our workplaces and communities. This requires full cooperation among our caregivers and management team. Only through this cooperative effort can we establish and maintain the safety and health of all persons in our workplaces.

Sincere Home Care administration maintains overall authority and responsibility for the plan. However, office personnel and caregivers are equally responsible for supporting, implementing, complying with, and providing recommendations to further improve all aspects of this COVID - 19 Preparedness Plan.

Sincere Home Care's top priority is to protect the health of our caregivers, the clients we serve, and our community during this time. Please note that office staff may work remotely during this time. However, our caregivers and clients are still able to submit documentation to the office, receive answers to their questions and staff will still receive timely payments.

Our caregivers are our most important assets. **Sincere Home Care** is serious about protecting their health. To keep our staff, clients, and administrative staff safe, **Sincere Home Care** is implanting the following changes immediately:

In-Office Procedures while the office is open:

- All staff shall take precautionary measures to spread germs:
 - All staff shall avoid touching their face, nose, eyes, etc.
 - All staff must wash their hands frequently and always wash after eating, smoking, or using the restroom.
 - Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing, or having been in a public place.
 - If soap and water are not available, use a hand sanitizer that contains at least 60% alcohol.
 - Cough into your elbow.
 - All staff must stay home if they are sick.
 - Wipe down door common entrances daily (door handles; stair railings; tables; light switches).
 - Spray office and hallway with Lysol after each visit and during daily cleaning.
- Administrative staff shall stay in the office as much as possible with doors closed. The office door will be locked during office hours.
- Internal meetings shall be conducted electronically or telephonically whenever possible

- If it is necessary for administrative staff to meet a client or caregiver in the community or at home for intake or any other reason, staff shall wear appropriate PPE.
- Limit people coming into the office to those who have scheduled an appointment. Extra guests or those not scheduled will not be allowed in the office. All staff and clients can schedule an appointment online using our COVID – 19 Appointment Screening form at www.sincerehomecaremn.com
- Prior to any outside personnel or public coming into the office, staff shall ask screening questions.
Sign on door says, “do not come in if you are sick with flu-like symptoms (cough, fever, sore throat, body aches)”
- All outside personnel/visitors who have scheduled an appointment will have to use hand sanitizer and wear gloves and a mask prior to entering the office. This PPE can be found at our PPE Station outside the office. It is the responsibility of all personnel to properly dispose of used PPE.
- All outside personnel/visitors will have their temperature taken prior to coming into the office for their appointment.
- All outside personnel/visitors will have to sit/stand 6ft apart while in the office.
- There is a pick-up/drop-off bin outside the office for paperwork and supplies.
- Prior to encountering the public, admin staff shall wear a mask and gloves.

Office Closures:

A decision to close Sincere Home Care’s administrative offices will depend on several factors, including but not limited to:

- The health and safety of Administrative and Qualified Professional staff.
- Recommendations from the MN Department of Health.
- State or federal executive orders.

*If **Sincere Home Care** is required to close the office, the following procedures shall be followed.

Procedures if the office must be closed:

- All payments shall be made via direct deposit or check by mail.
- All intakes will take place via email or mail and new employees will be directed to public fingerprint sites for the fingerprint process.

Qualified Professional Procedures:

- All Qualified Professional visits shall be conducted via phone, skype, zoom call, or facetime.
- All documentation shall be sent to recipients and caregivers via DocuSign, email, or US postal mail.
- All Qualified Professional meetings shall be conducted via phone, skype, zoom, or facetime.
- If we need to make an in-home QP visit, the Qualified Professional making the visit shall wear necessary PPE.

Requirements for Caregivers:

- Stay home when you are sick.
 - It is critical that caregivers not report to work while they are experiencing respiratory symptoms such as fever, cough, shortness of breath, sore throat, runny or stuffy nose, body aches, headache, chills, or fatigue. Currently, the Centers for Disease Control and Prevention recommends that employees remain at home until at least 24 hours after they are free of fever (100 degrees F or 37.8 degrees C) or signs of a fever without the use of fever-reducing medications. Many times, with the best of intentions, caregivers report to work even though they feel ill.
- Wash your hands frequently with warm, soapy water for at least 20 seconds. Utilize hand sanitizer with at least 60% alcohol if the soap is unavailable.
- Cover your mouth with tissues whenever you sneeze, and discard used tissues in the trash or cough into your sleeve.
- Avoid people who are sick with respiratory symptoms.
- Clean frequently touched surfaces.
- Avoid touching your face, eyes, or mouth.
- Use PPE to avoid transmission or if working with a client who has tested positive for COVID.
- PPE should be worn while working with the client.
- Request monthly PPE bags via our website's PPE Curb Side Pick-Up. Enter your glove size, and time, and date for curbside pickup.