

Memorandum

Date: Spring 2020
To: United Senior Services, Inc. Caregivers
From: William Swan
Re: COVID-19 Instructions

Thank you for your continued dedication to our clients. United Senior Services, Inc. is proud of our staff who bring quality care into the homes of our clients everyday particularly during this uncertain time as our country faces a growing number of COVID-19 cases.

You are the most important resource to USSI and we want to make sure you are safe as well as our clients. To that end, I want to remind everyone to follow our organization's existing protocols:

- Stay home if you are sick. If a staff member is sick, we will remove them from the schedule and work diligently to find a healthy replacement caregiver.
- Notify us of any known risk factors, such as travel to areas with widespread outbreaks or local contact in areas known to have reported cases. If a staff member is deemed to be high-risk, we will remove them from the schedule, follow the guidelines from national and local health agencies to report the risk and find replacement staffing if needed.
- Be extra vigilant in our established infection prevention measures, already in place for influenza and all other communicable diseases, which include:
 - Not reporting to work if ill
 - Washing hands often with soap and water or alcohol-based hand sanitizer
 - Avoiding touching eyes, nose, or mouth with unwashed hands
 - Avoiding close contact with people who are sick
 - Covering mouths and noses with tissue if coughing or sneezing
 - Cleaning and disinfecting objects and surfaces
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- Currently, the CDC does not recommend home-based caregivers wear masks or respirators if non-symptomatic; however, given this is an emerging issue we will adjust if needed.
- If a staff member becomes ill and is suspected to have the coronavirus, or is diagnosed with coronavirus, we will follow the protocols established by national and local agencies to report the illness and notify those who may have met that person.
- Be aware of symptoms in clients and respond accordingly by taking infection prevention measures and notifying the office of any concerns of serious illness in a client.

- If a client is ill with a fever or respiratory symptoms, it's recommended the client be encouraged to see a physician for further evaluation and consider wearing a mask.
- Depending on the severity of the spread of illness in communities or the response taken by national and state authorities (ex. mandatory isolation, closure of schools, etc.), our staffing levels may be affected. As a result, we may be unable to cover all shifts.
- We will make every effort possible to provide our clients with safe and appropriate care and seek to avoid canceling shifts, however, we cannot guarantee this will not occur given the uncertainties about this situation.
- At all times, regardless of a viral outbreak or other situation, we strongly recommend that our clients have alternative arrangements for the provisions of care in the event we are unable to provide services. We encourage you to begin considering and putting into place back-up plans now, as the severity of the spread of this illness and planned interventions is still uncertain.
- This information has been shared with our clients and their families.

The safety and well-being of our clients and staff are our utmost priority, now and always. We will keep you updated if changes to our protocol occur and we invite you to reach out to us with any specific questions.