



CARS

CARE AT RESIDENCE SERVICES

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Memorandum

Date: March 19, 2020
To: CARS, Inc. Employees
From: Sharon James, Director of Operations
Re: COVID-19 Instructions

Thank you for your continued dedication to our clients. CARS is proud of our employees 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. The best way to prevent illness is to avoid being exposed to the virus.

I want to remind everyone to follow our company's existing protocols:

- If an employee becomes ill or high-risk (suspected to have or is diagnosed with the coronavirus), we will follow the protocols established by national and local agencies to report the illness and notify those who may have been in contact with that employee. If needed, we will work to find replacement caregiver.
- Stay home if you are sick. If an employee 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.
- Be extra cautious in following our established infection prevention measures, already in place for influenza and all other communicable diseases, which include:
 - staying home when you are sick
 - washing hands often with soap and water for at least 20 seconds and/or using an alcohol-based hand sanitizer with at least 60% alcohol
 - cover your cough or sneeze with a tissue, then throw the tissue in the trash
 - avoiding touching eyes, nose, and 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 frequently touched objects and surfaces using regular household cleaning spray or wipes

N95 respirators or face masks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others. The use of face masks is crucial for health care workers and people who are caring for clients in close environments. Currently, the CDC does not recommend home-based caregivers wear masks or respirators if client or caregiver have

no symptoms; however, given that this is an emerging issue we will adjust as needed.

- 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 is *highly* recommended that the client be encouraged to see a physician for further evaluation and consider wearing a mask.
- You generally need to be in close contact with a sick person to get infected. Close contact includes:
 - living in the same household as a sick person with COVID-19,
 - caring for a sick person with COVID-19,
 - being within 6 feet of a sick person with COVID-19 for about 10 minutes, OR
 - being in direct contact with secretions from a sick person with COVID-19 (*example: being coughed on, kissing, sharing utensils, etc.*).

If you come in close contact with a client or person COVID-19, you should not return to work until evaluated by a health care professional or you have been symptom free for at least two weeks.

- Depending on the severity of the spread of this illness in communities or the response taken by national and state authorities (*ex: mandatory isolation, closure of schools, etc.*), our company may be affected. As a result, we may be unable to cover all client visits.
- We will make every effort possible to provide our clients with safe and appropriate care and seek to avoid canceling visits, 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 that 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.

The safety and well-being of CARS clients and employees 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 or concerns.