



# Nice Us Geriatric Home Care Training and Agency Limited

## COVID 19 POLICY

Home Care Division

Updated: 4<sup>th</sup> November 2020

The Coronavirus has been on our shores since March 2020 and health officials have been advising leaders nationwide - from leaders in government office to leaders in the workplace on internationally recognized steps that must be taken to prevent or reduce the spread of the Coronavirus.

At Nice Us Geriatrics, we too abide by internationally recognized procedures to reduce the risk to exposure to the Coronavirus as outlined by the World Health Organization and the Center for Disease Control and Prevention.

The elderly stand the highest risk from this unfortunate pandemic and thus we have taken extra precautions in keeping them safe and free from harm.

Having professional and ethical home care services given by certified Caregivers and managed by Registered Nurses, the experts in patient care, is one of the greatest safeguards to ensuring the care for your elderly love one continues, all the while keeping them safe to enjoy every moment they have with the family.

Our policy at Nice Us Geriatrics is to identify factors that may cause exposure to the virus and implement controls to prevent or reduce that exposure. The following are those identified factors:

### **Factors causing exposure to COVID19 in the Home Care Setting**

Close Proximity

Direct Contact – Droplets

Indirect Contact – Fomites

Active Symptoms

Non-Communicable Diseases

Personal Protective Equipment



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### Solutions for identified factors

#### **Close Proximity**

Caregivers will keep their distance from the client and their relatives, whenever possible, during their shift.

If they must be close to the client, close meaning less than six (6) feet near to the client, then this should be done, whenever possible, for short periods at a time – no more than ten (10) minutes.

Caregivers will maintain this distance at all times when dealing with the relative. This is for the relative's benefit as well as the caregiver's.

If the task cannot accommodate the two prior strategies, then the appropriate personal protective equipment will be worn during the procedure.

#### **Direct Contact – Droplets**

Caregivers will be issued face shields and surgical masks to be worn during close proximity tasks to avoid the chance of droplet contamination

The facemask is to be worn at all times during the shift.

The face shield is worn only during close proximity tasks and secured in a clean and safe place when not in use. Close proximity task is any task that the caregiver **MUST** go closer than six (6) feet to the client for more than fifteen (15) minutes.

Caregivers are encouraged to speak only if necessary while wearing the facemask to avoid saturation of the mask.

#### **Indirect Contact – Fomites**

Caregivers are required to change their clothes as soon as they arrive at the client's home. The outfit should be kept separate from all other items (in a bag) and secured while travelling to and from the client's home.

Caregivers will not travel home in their work outfits.

Caregivers must wash hands before starting work and perform hand hygiene throughout the shift as needed.

Gloves must be worn for appropriate tasks to prevent general cross contamination.



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### **Active Symptoms**

Caregivers are required to have their temperature checked once a week by their supervisor as a means of monitoring for signs of a fever.

Every day caregivers are required to submit a declaration of their health status.

Any symptoms such as fever, runny nose, dry cough, vomiting and/or diarrhoea will require the caregiver to get tested and be on quarantine as guided by the Ministry of Health. In a case like this, if the client so desirous, a temporary caregiver may be assigned to provide Home Care Service until the affected caregiver has recovered and received the quarantine discharge from the Ministry of Health.

### **Non-Communicable Diseases**

Clients who suffer from Non-Communicable Diseases (NCD's) are at higher risk of negative effects if they become exposed to the Coronavirus. As such, clients with NCD's shall have their vital signs checked on a daily basis to detect abnormalities early and get treatment as soon as possible.

Decreasing the chance of complications from the NCD's may assist in keeping their immune system healthy and protect them from contracting the Coronavirus.

### **Personal Protective Equipment**

Caregivers are given specific personal protective equipment (PPE) to reduce the risk of exposure to the Coronavirus that may be inadvertently spread through administering of tasks. They are as follows:

Surgical Masks                      They receive 2 surgical masks per week.

Face shield                              One face shield every 5 weeks

As usual, the client is responsible for purchasing gloves for use in home care, unless the client wishes to make an arrangement where Nice Us Geriatrics purchase the gloves and they are billed after for it.

Face shields are cleansed on a daily basis or as many times as needed.



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In the unfortunate event that either the Caregiver or the Client/Relative contracts the Coronavirus, we plan to do the following:

### **Caregiver contracting COVID19/Flu like symptoms**

If your caregiver gets infected with the Coronavirus, or shows signs and symptoms that require them to get tested, they will be required by law to quarantine for anywhere from 14 days up to 21 days. During this time, you will be notified immediately of the occurrence and all charges will be frozen until the caregiver is able to resume duty.

We take all precautions necessary to ensure this scenario does not happen to keep you and your loved ones safe and free from harm.

If you so desire, during the caregiver's quarantine order, a temporary caregiver may continue the care until the regular caregiver is available. If you wish to change caregivers at any time then you are free to do so, just let us know.

Before returning to work, the quarantined caregiver will receive a fit to work from the Ministry of Health. Registered Nurses at Nice Us Geriatrics would conduct a health screen, assessing the caregiver's vital signs, to ensure there are no immediate complications. Rest assured the fit to work from the Ministry of Health is authentic and legitimate and there will be no need for the caregiver to be seen by another doctor.

### **Client/Relative contracting COVID19/ Flu like symptoms**

The relatives are required to inform Nice Us Geriatrics of **any** quarantine orders issued by the Ministry of Health to either them or the client. This includes mandatory quarantine orders when persons are tested and quarantine orders for a positive COVID19 test result. Contact us via phone at 497-2439 or email at [nice.us.geriatric.training@gmail.com](mailto:nice.us.geriatric.training@gmail.com).

In the best interest of all, Nice Us Geriatrics' position is to withhold Home Care Service for persons who are inflicted with the Coronavirus or at a home where someone residing there has COVID19. Elderly clients with COVID19 are at higher risk for complications and should be hospitalized for their own safety. Relatives who have COVID19 must isolate and should not be in the same home with the elderly. Once the service has to stop then all fees will be frozen until the service is resumed.

Once information is received that an elderly client who receives home care from Nice Us Geriatric is under a Quarantine Order, our caregiver who cared for said client will be sent for testing. The caregiver will then be on quarantine as is mandatory for anyone being tested.



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When the relative or client receives a “Release from Quarantine” order, then arrangements can be made for the caregiver to return to their home to give full home care service.

If the regular caregiver is still under quarantine when the client or relative is ready to accept home care service at their home, another temporary caregiver may continue the care, if the family so desires.

Any concerns, queries or comments are welcomed and you can reach us at phone: 497-2439 or Email: nice.us.geriatric.training@gmail.com

We at Nice Us Geriatrics are committed to bringing Professional and Ethical Home Care Service at a time when it is needed the most.

Feel safe with Peace of Mind that the experts are providing you with quality home care service in the comfort of your own home.

Signed

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Ms Arlene Nysus, RN, Bsc (Hons) O.S.H.E.

Founder and Managing Director

Nice Us Geriatric Home Care Training and Agency Limited.