

COVID-19 – Prevention is Key

July 28, 2020

Dear Valued Clients and Caregivers,

A-1 Home Care Agency and A-1 Domestic Professional Services, Inc. is staying on top of the most up-to-date information about COVID-19 – most notably, *Preventive Measures*. Our caregivers are regularly being equipped with learning tools, tutorials and reminders that range from topics as simple as “how to properly wash your hands” to more complex information such as probable and significant signs and symptoms of COVID-19.

Our main objective has always been and remains to help those that are in need and who are most vulnerable to the rigorous routine of everyday functions – consisting mostly of seniors throughout our communities. So as we have watched and learned with the rest of the world how this pandemic has critically affected those within the demographic that we so proudly serve, it made us all very uneasy and fearful of the high risk it placed upon our very own clients. Nevertheless, we, at A-1, have turned that nervousness and fearfulness into an amplified version of determination to protect and prevent this virus from affecting those that we can. Our recent approach and newer protocols, along with the assistance and cooperation of our clients and caregivers, have managed to help maintain a safe and COVID free environment for everyone involved.

Thus far, we are delighted and proud to share that every one of our A-1 team members, caregivers and clients remain free of COVID-19. However, we understand that our job does not stop here. We must and we will continue to implement necessary changes as the situation evolves and new information becomes available.

We encourage everyone to review some of the safety practices and recommendations that we currently have in place which are enclosed with this update. For more detailed information, please feel free to email us at info@a-1homecare.com or contact us by phone at 562-929-8400 or 949-650-3800.

Sincerely,

The Management Team at A-1 Domestic Professional Services, Inc and A-1 Home Care Agency

Standard Protocols

○ MANDATORY COVID-19 TESTING

Every caregiver that is actively on an assignment with a current client and those that will be placed in the home of a new client are required to submit COVID-19 test results. Although, we understand that testing is not a 100% guarantee that an individual will not contract the virus, it is definitely a good start.

○ PPE (PERSONAL PROTECTIVE EQUIPMENT)

A-1 Caregivers will always arrive wearing a face mask or covering (surgical or cloth). They may also wear Gloves and Face Shields (when appropriate or requested by a client). These items have been highly regarded as ways to help reduce the virus from being passed from one individual to another.

○ SOCIAL DISTANCING (IN AND OUTSIDE THE CLIENTS HOME)

Our Caregivers are encouraged to practice social distancing such as stay home except when going to work or when he or she have the need for essential items that cannot be delivered. All while staying a safe distance away from others (at least 6 feet apart).

○ WASHING AND SANITIZING HANDS

Caregivers sent from A-1 have always been informed about the importance of hygiene and regular handwashing. Nonetheless, this topic has been pressed even more so throughout this pandemic. Our caregivers have been given examples of proper methods that show how to correctly lather hands, scrub around nailbeds and underneath nails with soap and properly rinse with water (at least 20 seconds per wash). In addition to hand washing, our caregivers are made aware of the importance of utilizing hand sanitizer (containing at least 60% alcohol) when soap and water is not available.

○ CLEAN AND DISINFECT

Clients have been requested to keep EPA-registered disinfectants handy so that the Caregivers can clean and disinfect commonly used areas like countertops, tables, chairs, doorknobs, handrails, etc. Regularly disinfecting such areas in your homes will substantially reduce the risk the spread of COVID-19 in your homes.

○ TEMPERATURE

Our Clients and Caregivers are being strongly suggested to keep a thermometer readily available for temperature checks. We strongly advise caregivers to self-screen prior to reporting to a client' s home. If you have an elevated temperature (100.4°F or above), please stay or return home, avoid contact with others, and contact our office immediately if a reliever is needed. Although, elevated temperature does not necessarily mean that someone is infected with the COVID-19 virus, it can still help prevent the spread of other possible viruses (such as the flu or other viral infections).

○ STAY HOME

Above all other protocols, caregivers are advised to STAY HOME if symptoms arise. Regardless if he or she feels that the symptoms are related to allergies or any other ailments, it is important that we all exercise precaution and keep that particular caregiver away from others which include our clients. This is one of the most important actions that will help stop the spread.

****Please note that the information above are standard protocols in the defense against COVID-19 as recommended by the CDC [Center for Disease Control].**

COVID-19 SYMPTOMS

COVID-19 affects different people in different ways. Infected people have had a wide range of symptoms reported – from mild symptoms to severe illness.

Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms may have COVID-19:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

Look for emergency warning signs for COVID-19. If someone is showing any of these signs, seek emergency medical care immediately:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

****Call your medical provider for any other symptoms that are severe or concerning to you.**

For additional information and updates on preventive measure and protocols, please use the following resources:

Centers for Disease Control (CDC) – www.cdc.gov/coronavirus/2019-ncov/index.html

World Health Organization (WHO) – www.who.int/emergencies/diseases/novel-/covid-19/

LA County Department of Public Health – <http://publichealth.lacounty.gov/index.htm>

Orange County Health Care Agency – <https://occovid19.ochealthinfo.com/>