

Minimizing the Chances for Exposure to the Coronavirus For Staff Working with Clients Who Live in Their Own Apartments

Monitor Personal Health Condition

- If staff has fever 100.4°F or above, cough, upper respiratory infection or shortness of breath, staff is not to report to work
 - ✓ Staff calls supervisor/on-call supervisor at least two hours before shift is to begin
 - ✓ Staff may be advised to contact their healthcare provider
- Before going to the client's home, staff checks temperature and completes the COVID Screening form
 - ✓ If staff's temperature is below 100.4°F and all responses are no, staff may work
 - ✓ If staff's temperature is 100.4°F or above and any response is yes, staff calls the supervisor/on-call supervisor
- If staff develops symptoms of a fever 100.4°F or above, cough, upper respiratory illness or shortness of breath while on duty, staff is to call the supervisor/on-call supervisor immediately
 - ✓ Staff remains at the program office until a replacement staff arrives
 - ✓ While waiting for replacement staff, staff covers mouth and nose (uses a scarf, homemade face mask or other mask-like covering, etc.) and tries to maintain at least 6 feet distance from clients
 - ✓ Directions for staff's return to work will be based on their condition and physician recommendations

Monitor Each Client's Health Condition

- Staff asks client about their health condition, specifically any symptoms, if it does not create increased anxiety for the client
- Staff asks client if staff could check their temperature
 - ✓ Staff disinfects thermometer before and after checking temperature with an alcohol wipe or alcohol-damped wipe
 - ✓ Staff documents temperature
 - ✓ If client's temperature is below 100.4°F and client has no symptoms of cough or shortness of breath, no further actions are needed
 - ✓ If client's temperature is 100.4°F or above or client has symptoms of cough, shortness of breath, or body aches, staff are to call client's physician or instruct client to call their physician (if physician is not available, call nurse advisor) who will provide instructions and then staff calls supervisor/on-call supervisor
 - ✓ If client is client struggling to breathe or has other emergency issue, call 911
- Staff monitors client for symptoms and reminds client to report anytime they don't feel well

Follow General Infection Control Strategies

- Staff encourages client not to have visitors in their home
 - ✓ If client is refusing, staff should talk to supervisor who can work with CCLS RN, MCO team/county contact or clients' guardian, family or significant contacts to discuss with client the importance of this measure

- Staff encourages client to remain at home except for essentials such as groceries or medical appointments and provides instruction for safety if they will be going to a public location
 - ✓ Staff reminds client (if they plan to leave their home) to wash their hands before leaving their home, to wear gloves (i.e., winter gloves) and a face mask or other covering over their mouth and nose
 - ✓ Staff reminds client to use hand sanitizer before and after entering/exiting a public building
 - ✓ Staff reminds client to avoid groups and stay at least 6 feet from others
 - ✓ Staff reminds client to remove clothing after they get home and to wash their hands
- Staff makes sure the client has needed supplies in their home (soap, tissues, hand sanitizer if possible)
 - ✓ Staff checks and reminds client to have a filled soap dispenser at each sink
 - ✓ Staff checks if the client has alcohol-based hand sanitizer with 60-95% alcohol, if possible
 - ✓ As needed, staff demonstrates the proper hand washing technique and discusses when client is to wash their hands
 - ✓ When staff is in the client's home, staff uses hand sanitizer when handwashing is not feasible
 - ✓ If personal cares are performed, staff adheres to standard precautions (i.e., handwashing before and after cares and use of appropriate personal protective equipment)
 - ✓ Staff notifies supervisor if personal protective equipment is needed
- If staff desires to do so, staff wears cloth face mask during contacts with client
- Staff performs hand hygiene FREQUENTLY – washing hands for 20 seconds
 - ✓ After coughing or sneezing
 - ✓ Before preparing food
 - ✓ Before eating
 - ✓ After using bathroom
 - ✓ Before performing client cares
 - ✓ After performing client cares
 - ✓ After disinfecting hard surfaces
- Staff instructs client to perform hand hygiene FREQUENTLY – washing hands for 20 seconds
 - ✓ After coughing or sneezing
 - ✓ Before preparing food
 - ✓ Before eating
 - ✓ After using bathroom
- Staff reminds client to have tissues in common areas for client who coughs, sneezes or blows nose
 - ✓ Staff instructs client to discard tissue in lined trash bin
 - ✓ Staff instructs client to wash hands after coughing or sneezing
- Client may choose to wear a cloth face mask during contacts with staff
- With client permission, staff prepares a bleach solution of 4 teaspoons bleach to 1-quart water and wearing gloves cleans high-touch surfaces FREQUENTLY (bleach solution to be discarded before staff leaves the client's home)
 - ✓ Tables
 - ✓ Doorknobs
 - ✓ Light switches
 - ✓ Countertops
 - ✓ Kitchen handles
 - ✓ Refrigerator handle
 - ✓ Remotes
 - ✓ Phones
 - ✓ Faucets
 - ✓ Sinks
 - ✓ Toilets
 - ✓ Keyboards
 - ✓ Other frequently touched surfaces

Report Client Symptoms of Coronavirus

- If a client has new or worsening symptoms of a fever (100.4°F or above), cough, sore throat, shortness of breath or body aches, staff asks the client to stay in their bedroom/apartment

- Staff assists client to call the clinic of the client's primary care provider for direction
 - ✓ If the phone system gives a number to press for reporting COVID 19 symptoms and a different number to press to report other symptoms, staff instructs client to press the COVID 19 symptoms number
 - ✓ If the call goes to the Nurse Advisor line, the client may have to wait for a return call, so the client needs to leave the phone number and/or the phone number of the program office
- Immediately after calling the clinic, staff calls the supervisor/on-call supervisor to report the client's condition and the details of the call to the clinic
- Staff and supervisor follow the instructions given by the physician/nurse advisor for care of the client
- If the instructions are for the client to be tested for COVID-19, the supervisor will arrange for transportation then call the staff back with the information
- Staff reminds the client to wear a mask when being transported to and from the clinic/hospital or testing site and when in the clinic/hospital
- The supervisor/on-call supervisor will contact Area Director for direction on reporting client's symptoms and instructions from healthcare provider/nurse advisor
- Staff will complete the Client COVID 19 Symptom Reporting Checklist form and document