



Client COVID-19 HOME SUPPORT Safety Measures

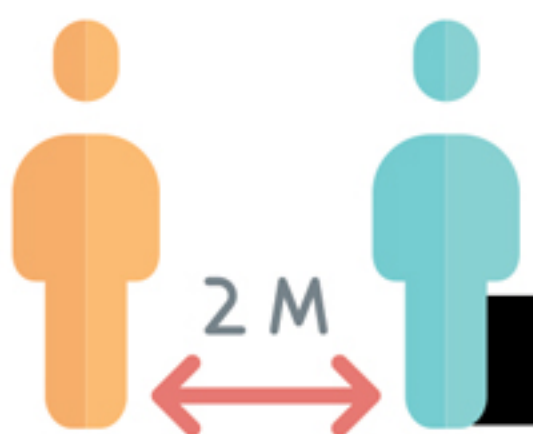
As we begin to resume Home Support services we wanted to provide you with some information on how our services will operate as they may be different than you are used to. We have put in the necessary safety measures below in an effort to keep you and our Home Support Workers (HSWs) safe to further reduce the risk of transmission of COVID-19.



Screening of Symptoms

Our HSWs are required to self-screen for symptoms daily and prior to visiting your home. They are required to stay home if they are unwell or displaying any symptoms.

The HSW will also screen you for symptoms prior to entering the home. Home Support services will only be delivered once the screening assessment is negative. Unfortunately, service will not be delivered with a positive screen and our office will contact you to follow up. We also request that if you are feeling unwell, that you please delay the visit until you are feeling better. If you are unsure if you are displaying symptoms of COVID-19 you can complete the Self-Assessment created by the Ministry of Health online for further advice: <https://covid-19.ontario.ca/self-assessment/>



Physical Distancing

If you have any specific instructions regarding your service request, we ask that you please communicate this in advance to our office over the telephone before the service date. We want to reduce as much contact with you and the HSW as possible. If this is unavoidable, we request that you maintain the appropriate physical distance of 2 meters/6 feet to speak to the HSW.



Personal Protective Equipment (PPE)

We have implemented universal masking and eye protection for the ongoing health and well-being of you and our staff. HSWs that enter your home will wear a surgical mask and eye protection for the entire visit. We also request that you wear a face covering during the visit and when you are unable to physically distance yourself from the HSW.



Equipment Handling

We request that you put all equipment required in an accessible location that the HSW can access by themselves. It is also important to note that your equipment is in safe operating order. We also request that you avoid using your equipment as much as possible. We have instructed all HSWs to disinfect equipment before and after use as an added safety precaution.

**Thank you for understanding
these service modifications
and know that your
health and well-being
is our top priority.**

