



Together... Making Life Better!™

3051 Oak Grove Rd, Suite 105, Downers Grove, IL 60515

Phone: (630) 225-0100

03/24/20

To: Our Clients, families and Care Partners

In the emerging and rapidly evolving situation of COVID-19 virus, Innovative Homecare will continue focusing its efforts and aggressively respond to prevent the spread of the disease and avoid the potential of community spread. Our office is physically close, we accept inquiries, concerns, issues through phone.

According to CDC, the elderly, those over the age of 60 who have underlying chronic medical conditions such as diabetes, lung or heart disease, and asthma seem to be at higher risk for developing more serious complications from COVID-19 illness and should take special care to avoid contact with others. Our number one priority is the health and safety of your loved one, their families, our staff and care partners, and their families.

As a result of the COVID-19 virus outbreak, Innovative Homecare Solutions, Inc. came up with **COVID-19 Action Plan** which is comprised of levels to better communications between client, client's families and our staff/care partners regarding the prevention of spreading the virus. Innovative Homecare is operating at **LEVEL 2**.

We also require your cooperation on this, limiting visits from non-essential entities, loved ones, and friends if it is not necessary. We understand that being close to people is what makes life a pleasure, however this will be only temporary. No question, this is going to be a very difficult time. We encourage using the phone for keeping in touch with your loved ones.

Recently, we have noticed an increase in demand of our services, from clients and from new inquiries due to COVID-19. If you deem you need to increase your services at any time over the following weeks, we will do our best to serve you within 24-48 hours. Should you decide to increase the hours or days, call our office anytime.

Our strategies we are intending to implement are more than inconvenient, however we should be flexible in order to save lives.

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www.InnovativeHomecare.com

Innovative COVID-19 Action Plan

Level I

- Caring for your loved one continues
- Limit access of non-essential entities, families, and friends if it is not necessary
- Any Care Partners or families of client who have travelled outside US are required to self-quarantine for at least 14 days before they can work or visit respectively with client.
- Care Partners who utilize public transportations are required to wear long sleeves, face mask, and gloves
- Doors, doorknobs, solid surfaces, floors, drawer or closet handles are cleaned and disinfected before and after work of Care Partners.
- Families who must visit are required to practice social distancing and maintain hand hygiene before interacting with their loved one and our Care Partners.
- Care Partners practice CDC recommended hand washing methods before and after each procedure performed on client.
- Before Care Partners are deployed for work, they have to complete Innovative COVID-19 Screening Tool
- Upon the availability of the 45-minute COVID-19 testing, Care Partners are required to undergo the test before going to client.

Level II

- **All Level I provision in place.**
- Innovative Homecare office is open virtually and has been deemed an **essential health care provider**
- Only Care Partners, essential staff and family if need be are permitted to enter the client's house
- For essential needs like supplies, groceries, etc., Care Partner shall order online and have it delivered outside the door
- Clients are advised to stay at home as recommended by the local government
- Care Partners are advised not to touch anything and to take off their shoes upon entering client's house
- Care Partners are required to leave a set of working clothes in client's house



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- Care Partners are required to throw face mask and gloves in the trash located at the entrance of client's house; leave bag, purse, keys, etc. in a box at the entrance; take off outer clothing and put it in another box at the entrance; take a shower, or if not able, wash all exposed areas well: hands, wrists, face, neck, etc.
 - Care Partners are required to clean phone, glasses, wristwatch with soap and water, or alcohol

Level III

- **All Level II provision in place**
- In the occurrence that a Care Partner, family member of Care Partner, Client, or family member of client has been confirmed positive for COVID-19 services will be suspended
- Innovative will contact local Department of Health and follow accordingly with their recommendation
- Family of client are advised to contact EMT services to bring client to hospital
- Care Partners will not be allowed to work until cleared by their primary physician.

We will notify you when this policy changes per CDC policy and local government recommendations.

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