



Pandemic Policy

In the instance of a confirmed local, statewide, regional, national or world wide pandemic, the agency will establish a specific policy tailored to meet the concerns surrounding the pandemic at hand IF the general communicable disease policy is not sufficient in limiting transmission amongst employees and participants. i.e COVID-19 Pandemic Policy. All pandemic policies shall follow guidance from the CDC and local health departments, state and federal rules and regulations as applicable.

In the instance that a pandemic shall interfere with the regular course of business operations, the agency will follow the following protocol:

1. **Communication:** All phone lines will remain intact and will be answered as close to normal business hours as possible. After hours on call services will remain available. Communication from the agency to participants and employees regarding the pandemic may come via telephone, text message, email or through our website at l2ghomecare.com
2. **Office hours:** Office hours at branch office locations may be affected due to constraints on employee staffing. Prolonged changes in office hours will be communicated appropriately to applicable parties. Agency staff will remain available via telephone during temporary office closures.
3. **Employee Staffing Constraints:** In the instance the pandemic results in employee staffing constraints and interruptions to service delivery becomes unavoidable, we will urge participants to utilize all applicable back up plans and emergency contacts in order to stay safe and healthy during unstaffed hours. As required by regulation, the agency will remain in contact with Priority 1 participants and communicate with all state agencies and funders sources as required during an interruption of services.

Preparedness

1. At initiation of services, all participants will be asked to complete an Emergency Plan that includes emergency contact information, back up plans, evacuation routes and a list of required medications. This plan shall be housed in the participant file at the office.
2. At the initiation of services, all Missouri participants shall be provided with Ready in 3 Emergency Preparedness information sponsored by the Missouri Department of Health and Senior Services.