



COVID-19 PREPAREDNESS

Please understand that this guide does not replace medical direction by a qualified doctor or clinical professional.

During this time of crisis due to COVID-19, we would like to reassure our clients, staff, and stakeholders that TruCare is committed to the health and well-being of all of our employees, care providers, and recipients of our services. We encourage everyone to take the steps necessary to protect themselves by following the preventive measures recommended by CDC:

- Clean your hands often with soap and water, or use hand sanitizer that contains at least 60% alcohol
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick
- Put distance between yourself and other people if COVID-19 is spreading in your community.
- Stay home if you are sick, except to get medical care.
- Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
- Throw used tissues in the trash.
- Clean AND disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- If surfaces are dirty, clean them: Use detergent or soap and water prior to disinfection.

GUIDELINES FOR STAFF

- All staff are urged to take basic preventive measures as outlined above, [and as updated by CDC on their website.](#)
- Staff who can work remotely are encouraged to contact their immediate supervisor to make such arrangements. Supervisors will work with HR as appropriate to consider remote options while ensuring that our offices remain open. Supervisors and employees are also expected to explore flexible scheduling for social distancing while still working in office for duties that are best performed in the office.
- Employees are expected to determine what they can reasonably accomplish while dependents are under their care due to school closings (whether healthy or ill), and the amount of time they expect to be able to work.
- If your dependent is ill and requires ongoing attention, employees may need to use NY Paid Family Leave. Please visit <https://paidfamilyleave.ny.gov/employees> for more information.
- Employees who are not feeling well should stay home. If you are sick or aren't feeling well, the most important thing is for you to take care of yourself so that you feel better and stay away from others so that your illness doesn't spread.



- A doctor's note or documentation of dependent care responsibilities will not be required from employees when using sick time in these instances except workers' compensation-related absence.
- Please review and update your contact information, including emergency contact person, in ADP's self-service portal my.adp.com. If you have not registered with ADP, please contact our HR Office at 585-444-5834 Ext. 107 or email HR@trucareny.com to obtain your registration code.

Face to Face Requirements Waived for Health Home Care Management, Unless Medically Necessary

In response to concerns relating to the novel coronavirus (COVID-19) and in an effort to protect members and providers, effective immediately, the New York State Department of Health has authorized a temporary waiver of face-to-face requirements for Health Home providers, including Health Homes Serving Adults, Health Homes Serving Children, and Care Coordination Organization/Health Homes. This temporary waiver will remain in effect until it is rescinded by the Department of Health.

In lieu of face-to-face contact, care managers may utilize telephonic or telehealth capabilities. Health Homes and Care Management agencies should follow applicable NYS Telehealth Guidance. Health Homes may continue to bill at the applicable rate for members contacted via alternative means during the billing month.

When postponing face-to-face visits, care managers should carefully coordinate next steps with the member and other providers. If the member has immediate care management needs, for example, the member requires assistance with pharmacy or accessing food and other basic needs, the care manager should assure a frequency of contact sufficient to keep the member healthy and safe.

Criteria for screening members prior to conducting a Face-to-Face Visit

While the health home face-to-face requirements have been waived during this time, in certain instances, face-to-face may still prove to be clinically indicated. Prior to conducting a face-to-face visit, the care manager should screen the member using the following questions:

1. Ask whether the member has a fever, cough or shortness of breath.
2. Ask the member, "Have you, or has someone with whom you have had close physical contact, traveled out of the United States within the last 14 days?"
3. (If yes) "To which countries did you/your contact, travel?" For updated information on affected countries visit: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>
4. Ask the member, "Within the last 14 days, have you had contact with any person(s) under investigation (PUI) for COVID-19, OR with any person(s) known to have COVID-19?"

If the member screens positive in response to any of these questions, the care manager should coordinate with the member and appropriate health care providers to ensure that the member is referred to the appropriate medical personnel.



If the member does not screen positive in response to any of these questions, the face-to-face visit may proceed.

GUIDELINES FOR PERSONAL ASSISTANTS

TruCare's Personal Attendants (PA) are under joint employment contract with our CDPAP consumers, and they should contact their respective client or Self-Designated Other (SDO) for scheduling changes, leave requests, and any concerns about the workplace environment.

- TruCare is actively discouraging visitors to our office, including unscheduled visits by PAs and CDPAP Consumers
- If you regularly visit our office to drop off your time sheets, please consider sending timesheets by:
 - Email to payroll@trucareny.com
 - As a picture message to 585-444-5834
- You are expected to safely keep the original time sheet for future reference
- If you regularly visit our office to pick up your paycheck, please consider signing up for direct deposit. You can call our HR Office at 585-444-5834 Ext 107 or email HR@trucareny.com for the sign-up process.
- Effective 03/16/2020, all physical paychecks will be mailed to your address on file on Thursdays.

Additionally, please review the attached interim guidance from CDC regarding COVID-19 for homecare workers. The flyer contains important information regarding precautions to implement during home care.

GUIDELINES FOR CDAP CONSUMERS

- 1. Ensure you have sufficient back up attendants** in case your regular attendants cannot work; your attendants may not be able to work because either they get sick or they need to take care of a family member who is. You will still need assistance, so make sure you have someone who can provide it. You may need to identify an attendant who may only intend to work with you in a situation like this. Get them enrolled now with TruCare, before you need them, so they can get paid. There may also be people who cannot be paid to be your attendant, but are willing to help you, identify these people now so you have the resources when you need them.
- 2. Ensure that you have the ability to get assistance if an attendant does not show up for work.** They may not be able to get to you and you need to make sure your needs are able to be met.
- 3. Have at least a week of non-perishable food in your home at any given time** (if possible, have two weeks' supply) and identify people who can assist with shopping. If this is not financially feasible, you may need to seek out assistance from local organizations or food banks.



4. **Stock up on other important supplies.** There may be shortages of other supplies like toilet paper, cleaning supplies, hygiene products and such. You don't need to hoard these, but plan to keep a supply in your home.
5. **Identify a way to make sure you can get your medications in a timely manner.** This may mean having friends or family assist you or using a pharmacy that offers prescription delivery.
6. **Have your attendants wash their hands and use hand sanitizer when they arrive at your home and each time prior to touching or feeding you.** Repeated handwashing can become rough on an attendant's hands. Using a hand sanitizer can be a way to protect you and their skin.
7. **Regularly clean, sanitize and disinfect the surfaces that are touched in your home to prevent the spread of infection.** If possible, get into the habit of having your attendant do this each time immediately when they arrive at your home.
8. **Use disinfecting wipes on items that are frequently touched.** These include your telephone, doorknobs, your refrigerator handle, your wheelchair controls, lifting device controls and remote controls. Make this convenient by having wipes near the items that should be regularly cleaned.
9. **Have your attendant take extra steps to avoid possibly infecting you** by wearing a surgical mask if someone close to your attendant – like a member of their household – becomes sick. They should be extra vigilant about not touching their face or yours.
10. **If your attendant becomes sick, urge them to seek medical care and utilize your backup attendants.** Please remember that attendants accrue sick leave and can utilize this.
11. **Take immediate steps to avoid infecting your attendants if you, one of your attendants, or a member of your household begins to feel sick.** Protecting their health supports your own independence. Tell all of your attendants if you, one of your attendants or someone in your household is not feeling well. Ensure everyone washes their hands and uses hand sanitizer regularly. Clean and disinfect frequently touched objects and surfaces. Individuals should cover their cough or sneeze with a tissue, then throw the tissue in the trash. As a person with a disability, it may be difficult for you to cover a cough or sneeze, so we encourage you to wear a surgical mask if you are sneezing or coughing. It is important to use a surgical mask correctly. The following link explains how to properly use one. <https://www.sfchcp.org/communicable-disease/healthy-habits/how-to-put-on-and-remove-a-face-mask/> You may not have access to surgical masks as an individual. You should contact your medical provider, your Department of Social Services, or your managed care organization for assistance with this.
12. **If someone in your household becomes sick, take steps to avoid infecting other people.** If possible, have them stay in a separate room of your home to get well. Regularly clean, sanitize and disinfect shared spaces, particularly the bathroom to avoid spreading the infection.



13. **If you become sick, seek medical care immediately.** As people with disabilities you are at greater risk from illnesses like these.
14. **If you cannot be supported at home, contact your doctor and notify TruCare so we can make sure you are able to get back home when your situation is resolved.** Many of us know people with disabilities who have been institutionalized when they sought medical care, so some people are reluctant to seek medical support. You do not have to put your health and life at risk to preserve your freedom.