

COVID-19 GUIDELINES FAQ



As the holiday season approaches and the number of COVID-19 cases increases, we want to share with our guidelines for Caregivers to ensure they keep themselves and you safe.

What travel guidelines will HouseWorks require employees to follow?

All HouseWorks employees must follow Massachusetts travel guidelines. Employees must notify their supervisor if they are traveling to a high-risk state and will need to comply with testing and/or quarantine requirements before returning to work. We also recommend our Clients comply with the Massachusetts travel guidelines if they travel for the holidays or host out-of-town guests. Massachusetts travel guidelines can be found at: <https://www.mass.gov/info-details/covid-19-travel-order>

Are HouseWorks employees required to have flu shots?

We strongly suggest that all employees receive flu shots, provided there are no medical or religious reasons not to. If an employee chooses not to get a flu shot, the employee may be ineligible to take shifts with clients or senior living communities where shots are required. We also encourage our Clients to receive flu shots if they have no medical or religious restrictions.

What processes are in place to prevent the spread of COVID-19?

All HouseWorks Caregivers are required to complete screening questions upon clocking into their shifts. Caregivers are required to complete trainings on infection control, use of masks, and providing care in a COVID-19 environment. Caregivers are also required to comply with all senior housing community sign in and screening procedures.

If a Caregiver is experiencing any symptoms of COVID-19, they must notify their supervisor immediately and stay home until symptoms have subsided and the Caregiver has received a negative COVID test.

What Personal Protective Equipment is required?

Caregivers who come in contact with non-COVID positive Clients are required to wear a clean, new surgical mask with each shift or encounter. Gloves must be worn when providing personal care. Personal care includes, but is not limited to:

- Bathing
- Dressing
- Toileting
- Meal preparation
- Safety supervision (i.e. if a Client is a fall risk)
- Medication reminders
- Supplemental Skilled Support care

Does HouseWorks have processes in place for caring for COVID-19 positive Clients?

HouseWorks has comprehensive policies on caring for a COVID-19 positive Client, including additional required PPE and required quarantine after they've finished caring for a COVID-19 positive Client. If a Caregiver learns that a Client has tested positive, they are required to notify their supervisor immediately.

What do I do if I've been exposed to COVID-19?

If a Caregiver comes in contact with someone who has tested positive, she or he will be required to quarantine for a minimum of 1 week. If the Caregiver experiences no symptoms, she or he may return to work after 1 week with a negative test result. If the Caregiver experiences symptoms, she or he must quarantine until A) symptoms have subsided or B) 1 week, whichever is greater, and obtain a negative test result.

If a member of a Caregiver's household tests positive, she or he must follow protocol as if they also have tested positive.

What are the quarantine requirements for Caregivers that are COVID-19 positive?

If a Caregiver tests positive, she or he will be required to quarantine for A) two weeks or B) through three days after the recovery of symptoms, whichever is longer. The employee must also receive two negative tests at least 24 hours apart. Recovery of symptoms is defined as resolution of fever without the use of fever-reducing medications **and** improvement in respiratory symptoms (e.g., cough, shortness of breath).

How is HouseWorks handling Client / Caregiver Assignments?

HouseWorks strives to provide as much continuity as possible, however, we cannot always guarantee a one-to-one Client/Caregiver relationship. Depending on an individual Client's needs, multiple Caregivers may be required to fill the engagement. Likewise, if a Client requires minimal hours, a Caregiver may be assigned to other Clients to give the Caregiver adequate hours to keep HouseWorks as their employer of choice. HouseWorks will never assign a Caregiver who has been exposed to a COVID-19 positive Client to non-COVID household.

Does HouseWorks conduct employee testing?

HouseWorks is not conducting random employee testing at this time. Tests are only required when a Caregiver has been exposed or has symptoms. HouseWorks will ask Caregivers to get tested at Client or senior housing community request.