



Care Protect

Better Infection Control for Client and Caregiver Safety

In response to the spread of COVID-19 caused by the novel coronavirus, we've enhanced our system of infection controls to support the safety of our clients, their families—and the caregivers who serve them. Informed by public health guidelines and best practices, **Care Protect** is designed to help mitigate the spread of COVID-19, the seasonal flu, and other infectious illnesses.

Care Protect is our system of enhanced safety protocols for better infection control:

- ✓ New Pre-Visit Check for Care Pros
- ✓ Many Additional Safeguards to Support Safety
- ✓ Expanded PPE Requirements and Training

Our top priority is always the safety and well-being of our clients. **Care Protect** ensures better trained and informed caregivers, new more rigorous protocols

and procedures, continually updated communications in this rapidly changing environment, and a pre-visit check built into our app—so no Care Pro starts a client visit without undergoing our enhanced infection control process.

New Pre-Visit Check for Care Pros

Before entering a client's home to start a visit, every Care Pro must answer multiple questions to be sure they're feeling well and not at risk of exposing a client to infection. We also require Care Pros to agree to wash their hands before doing anything else at the start of the visit—and to contact us immediately if their client has any flu-like symptoms or has been in contact with anyone who tested positive for COVID-19.

Our agency has a trained support team available 24/7 to handle any urgent client situations.



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Additional Safeguards to Support Safety

While the coronavirus is highly contagious, following key steps and safeguards helps to mitigate the transmission of infection while supporting safe care at home.

Restaffing Due to Illness

If a Care Pro is sick or has a fever, they must stay home—and we don't penalize anyone for missing a visit due to illness. We'll immediately notify you and begin restaffing the visit, and the Care Pro will be removed from any care visits and cleared to return to work in accordance with public health guidelines.

Hand Washing

When arriving at a client's home, our Care Pros are instructed via our app to wash their hands immediately before starting care.

Gloves

When using gloves to help a client with personal care, Care Pros are instructed to dispose of them immediately after use.

Thermometers

We're working to make sure every Care Pro has a thermometer so they can do pre-visit temperature checks via Honor's proprietary app before each visit.

Post-Symptom Clearance

If a Care Pro has exhibited any flu-like symptoms and been taken off the schedule, they must pass our new, enhanced clearance process before returning to work, in accordance with CDC guidelines.

Increased Communication

In addition to our Care Notes sent after each visit, we're sending clients frequent updates on our new policies and protocols to keep families informed.

Personal Protective Equipment (PPE) Requirements and Training

All Care Pros are required to wear masks and gloves when interacting with a client who exhibits any flu-like symptoms—and they're trained on proper PPE usage by video. PPE continues to be a requirement for Care Pros when providing personal care, including bathing, toileting, or other activities where there could be contact

with bodily fluids. We're also initiating a new policy that Care Pros and team members performing Care Consults in the home wear masks. Since PPE is in short supply, we have a full-time team dedicated to helping our clients source hard-to-find items.

With **Honor**, you'll get great Care Pros—and a greater feeling of confidence that we're doing everything we can to support you and your loved one's health and safety.



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