

Frequently Asked Questions about COVID-19:

Q. I currently receive home care services, will this continue? Is this safe to do so?

A. Scheduled visits will continue to ensure you are receiving the care you need and deserve. Numerous studies and research prove that your home is the safest place to receive care. It also speeds up the healing and recovery process in a place most comfortable to you. Home care significantly reduces the risks of re-hospitalizations and emergency room usage. When care is provided in someone's home as we do in home care, the care is uniquely tailored to you, the client, based on your own surroundings and needs. Our teams know the value of observing and understanding how you function in your home and can modify cares to meet your needs.

Q. I currently receive hospice services, will this continue?

A. Scheduled visits will continue to ensure you are receiving the care you need and deserve. Some visits may be made using telehealth services based on the scenario. Hospice services are about making every day matter, making every day comfortable, and making every day as joyful as possible for the patient and their families.

Q. What staff precautions are you doing to ensure my safety?

A. We are following recommendations from the Centers of Disease Control, the North Dakota Department of Health and our local public health agencies in an effort to protect you. Our staff are completing health screenings daily, prior to being in physical contact with co-workers and clients, to ensure they are healthy. We will not permit an ill staff member to report to work to help contain the spread of infection in our communities.

Q. Are you accepting new admissions for care?

A. We continue to accept new referrals and admissions with appropriate health screening, following the lead of the CDC. If the results of the screening raise any cause for concern, we will further assess and determine next steps before care is provided.

Q. Are home care and hospice staff considered essential workers?

A. According to the United States' Cybersecurity and Infrastructure Security Agency (CISA), home care and hospice staff are considered an essential worker allowing us the ability to provide you with essential cares you need and deserve in your home. Healthcare providers and Caregivers include...**nurses and assistants, physical and occupational therapists and assistants, social workers, speech pathologists.**

This includes **home health care, hospices**, long-term care, nursing care facilities. Source:

<https://www.cisa.gov/publication/guidance-essential-critical-infrastructure-workforce>

Q. What are the risks involved if I do not follow the guidelines or recommendations?

A. We are working diligently to keep you informed on how to implement safety precautions out of the shared concern of your safety and the safety of our staff. While we cannot restrict you from making your own decisions, we want to remind you of the potential risk you are exposing yourself to as well as the risk you pose to others should you decide not to follow the health agencies recommendations. We are being proactive as much as possible to ensure the health and well-being of all who depend on us for care. **The CDC identifies individuals who are at a high-risk for developing more serious complications from COVID-19 illness, including:**

- **Older adults**
- **People who have serious chronic medical conditions such as heart disease, diabetes, lung disease among others.**

Q. What can I do to help?

A. You can be helpful in the following ways:

- First and foremost, remain calm.
- Become informed about the coronavirus (COVID-19) from health agencies (see list below).
- Stay healthy and prevent spreading germs by following recommended actions: frequent handwashing; avoiding touching eyes, nose and mouth with unwashed hands, cover your mouth and nose with a tissue when coughing or sneezing and dispose all used tissues; avoid contact with people who are ill.

Q. Where can I find more information about COVID-19?

A. There are many resources available:

- U.S. Centers for Disease Control <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>
- Centers for Medicare and Medicaid Services <https://www.cms.gov/>
- North Dakota Department of Health <https://www.health.nd.gov/>
- World Health Organization <https://www.who.int/>

The North Dakota Department of Health, has set up a free hotline for anyone who has questions about Coronavirus (COVID-19). Call the Department of Health hotline at 1-866-207-2880.