



Phoenix Home Care & Hospice is proud to join the US effort to Re-open America following the three-phased approach based on the advice of public health experts, the White House, and local government agencies. We are committed to getting people back to work and bolstering the local economies, while continuing to protect our communities, patients, and staff amidst this global pandemic.

**Our company priorities in response to COVID-19 will remain as follows:**

- + Protect the most vulnerable
- + Mitigate the risk of resurgence
- + Provide our staff and clients the most up-to-date information and resources

All staff, patients and caregivers should continue to adhere to State and local guidance, as well as CDC recommendations, with regards to practicing good hygiene including:

- ✓ Wash your hands with soap and water or use hand sanitizer, especially after touching frequently used items or surfaces.
- ✓ Avoid touching your face.
- ✓ Sneeze or cough into a tissue, or the inside of your elbow.
- ✓ Disinfect frequently used items and surfaces as much as possible.
- ✓ Consider using face coverings while in public, and particularly when using mass transit.
- ✓ Stay home when you are sick.

All Phoenix Home Care & Hospice staff should continue to adhere to all PHC COVID-19 policies and procedures until further notice, including but not limited to:

- ✓ Daily self-monitoring of temperature and symptoms of COVID-19.
- ✓ Notify your supervisor and do not report to work if you have a fever > 100.4°F.
- ✓ Disinfect all patient equipment before and after each use.
- ✓ Use of facemask while providing patient care and when in a client's home and/or facility.
- ✓ Use of appropriate Personal Protective Equipment (PPE) for confirmed or suspected COVID-19 infection.
- ✓ Conducting a pre-visit patient risk assessment prior to all home visits.
- ✓ Reporting all known COVID-19 exposures to your supervisor.

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# 1. Phase One

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*May 4, 2020 – May 24, 2020*

*\*\* Vulnerable individuals include elderly individuals and those with serious underlying health conditions, including high blood pressure, chronic lung disease, diabetes, obesity, asthma, and those whose immune system is compromised such as by chemotherapy for cancer and other conditions requiring such therapy. \*\**

During **Phase One** of Opening up America Again, Phoenix Home Care & Hospice encourages all individuals and staff to adhere to the CDC guidelines, as directed by your State and local government:

- All vulnerable individuals should continue to shelter in place and avoid public gatherings.
  - Members of households with vulnerable residents should be aware that by returning to work or other environments where distancing is not practical, they could carry the virus back home. Precautions should be taken to isolate from vulnerable residents.
- All individuals, when in public (e.g., parks, outdoor recreation areas, shopping areas), should maximize physical distance from others. Social settings of more than 10 people, where appropriate distancing may not be practical, should be avoided unless precautionary measures are observed.
- Avoid socializing in groups of more than 10 people in circumstances that do not readily allow for appropriate physical distancing (e.g., receptions, trade shows).
- Minimize non-essential travel and adhere to CDC guidelines regarding isolation following travel.



Phoenix Home Care & Hospice  
**COVID-19 TASK FORCE**

Phoenix Home Care & Hospice will continue to follow CDC guidance during **Phase One** including, but not limited to:

- Restricting visitors in our buildings, including limiting field staff/clinician visits.
- Requiring all staff and visitors to screen for fever and symptoms of COVID-19.
- Requiring face coverings for all visitors and during on-site interviews and orientation.
- Requiring facemasks for all patient care scenarios and when in a client's home and/or facility.
- Conducting pre-visit screenings prior to all home visits.
- Use of appropriate Personal Protective Equipment (PPE) for confirmed or suspected COVID-19 infections.
- Disinfecting patient care equipment, common areas and workstations.
- Use of remote communication equipment for meetings and conferences if appropriate physical distancing cannot be achieved and/or more than 10 attendees.
- Minimizing non-essential business travel and requesting all staff avoid traveling outside their home community.

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## 2. Phase Two

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*May 25, 2020 – June 28, 2020*

*\*\* Vulnerable individuals include elderly individuals and those with serious underlying health conditions, including high blood pressure, chronic lung disease, diabetes, obesity, asthma, and those whose immune system is compromised such as by chemotherapy for cancer and other conditions requiring such therapy. \*\**

During **Phase Two** of Opening up America Again, Phoenix Home Care & Hospice recommends all individuals follow the CDC guidelines as directed by your State and local government, which should include:

- All vulnerable individuals continuing to shelter in place and working household members isolating from those vulnerable residents.
- All individuals, when in public, maximizing physical distance from others.
- Social settings of more than 50 people, where appropriate distancing may not be practical, should be avoided unless precautionary measures are observed.
- Resuming non-essential travel.



Phoenix Home Care & Hospice will continue to follow CDC guidance during **Phase Two** with regards to patient care practices, but will begin loosening some restrictions in the workplace as follows:

- Restricting visitors in our buildings, but allowing all field staff entry following proper screening.
- Requiring all staff and visitors to screen for fever and symptoms of COVID-19.
- Requiring face coverings for all non-employee visitors and during on-site interviews and orientation.
- Requiring facemasks for all patient care scenarios and when in a client's home and/or facility.
- Conducting pre-visit screenings prior to all home visits.
- Use of appropriate Personal Protective Equipment (PPE) for confirmed or suspected COVID-19 infections.
- Disinfecting patient care equipment, common areas and workstations.
- Resuming in-person staff meetings, conferences and classes of less than 50 attendees while adhering to physical distancing recommendations and/or utilization of face coverings.
- Resuming non-essential business travel within the employee's home State. Out of State travel with Supervisor/Director approval and enhanced screening/monitoring upon return.

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## 3. Phase Three

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*June 29, 2020 – July 23, 2020*

*\*\* Vulnerable individuals include elderly individuals and those with serious underlying health conditions, including high blood pressure, chronic lung disease, diabetes, obesity, asthma, and those whose immune system is compromised such as by chemotherapy for cancer and other conditions requiring such therapy. \*\**

During **Phase Three** of Opening up America Again, Phoenix Home Care & Hospice supports the CDC recommendations, as directed by the State and local government to:

- Resume public interactions among all vulnerable individuals while practicing physical distancing.
- Minimizing the time spent by low-risk populations in crowded environments.



Phoenix Home Care & Hospice will adhere to CDC guidance during **Phase Three** with regards to patient care practices, and will resume normal operations in the workplace as follows:

- No restrictions to visitors in our buildings. Doors may remain open to the public.
- Requesting all staff and visitors continue to self-monitor for fever and symptoms of COVID-19.
- Offering face coverings for all employees and visitors who choose to wear them.
- Adhering to requests made by patients, caregivers and/or facilities to wear facemasks during patient care or when in a client's home/facility.
- Use of appropriate Personal Protective Equipment (PPE) for confirmed or suspected COVID-19 infections.
- Surveillance and Contact Tracing for suspected or confirmed employee COVID-19 infections.
- Routine infection control and disinfection of patient care equipment, common areas and workstations.
- Resuming all in-person staff meetings, conferences and classes without limitations on class size. Face coverings to be offered and available to all attendees, but not required.
- Resuming all non-essential business travel across the U.S.A. International travel per CDC recommendations and only with Executive approval with enhanced screening, monitoring, and/or quarantine upon return.