



Broad Street

Additional Procedures to Support Clients during Coronavirus

Broad Street excels in complex situations, and the Coronavirus is no exception. This is due to our highly detailed planning and proactive managed service. We have intensified our existing procedures on infection prevention, to keep Care Professionals and RN's healthy, and have bolstered our backup planning to ensure that we have the resources ready to provide essential and uninterrupted support.

The result is that Broad Street gets stronger during crisis. Our Care Professionals and RN's rise to the occasion to ensure our clients are not only safe and healthy but also comfortable.

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Our GOAL is to keep clients safe, healthy and comfortable while avoiding public settings where the risk of exposure is greater. Equally important for clients' safety is keeping Care Professionals and RN's healthy so they can continue to provide vital support.

While the following steps are consistent with our standard procedures regarding infection prevention and control, it is important that we continue to emphasize these procedures and to take extra precautions.

I. GENERAL GUIDELINES FOR CARE PROFESSIONALS AND RN's

Procedures for Care Professionals and RN's working with clients in the home

1. When not working, Care Professionals and RN's need to avoid public settings and only go out for essentials like groceries, meds, doctors, or emergencies.
2. When absolutely necessary to be outside of shelter, keep a safe distance from other people (6+ feet or more).
3. Encourage family to follow the same procedures, and if not possible, maintain a safe distance at home and sanitize the environment as if it is a client's home.
4. Make sure to wash hands frequently.
5. If a Care Professional experiences any symptoms on duty or off duty (fever, dry cough, runny nose, aches and pains, sore throat), they are to call a Broad Street RN to discuss necessary next steps which include avoiding client, seeing physician and getting tested.
6. When in the home, Care Professionals need to be extra vigilant about following Broad Street's infection prevention procedures.

Procedures for Care Professionals and RN's working with clients in a Healthcare Facility or Senior Living Community

1. Work closely with the facility to follow appropriate guidelines and procedures to help mitigate risk and to ensure we are made aware of any potential cases impacting other residents or staff. Broad Street will be in frequent contact with facilities in case there are any changes to the guidelines and procedures. Care Professional will communicate any changes to RN's and support staff.
2. Assist in practicing social distancing within the facility.
3. Frequent hand washing and cleaning and following Broad Street's Infection control procedures.
4. This Includes clients washing their hands as often as reasonable.

Other Steps we are taking to ensure uninterrupted support for our clients

1. Helping ensure that clients have an appropriate supply of regular medications.
2. Maintaining adequate supply of cleaning products and service tools including gloves.
3. We are also actively communicating with all Care Professionals, in case of a long term quarantine, about their general availability and capacity as part of our Backup Procedure. We want to be prepared.

II. COMMUNICATION

Communication is vitally important during this time as we are part of the overall solution. We need to work together to help alleviate pressure on our healthcare system and keep our senior clients safe. Core working communication is between Care Professionals, RN's and other support staff, but we also need to be communicating with Clients, their families, the healthcare system and the community. In addition to the regular and frequent daily communication, we will also be providing the following periodic summary communication:

1. Weekly Internal Broad Street Email
 - a. General status update to keep people informed of recent developments
 - b. Any immediate or potential resource needs
 - c. Any adjustments to procedure
 - d. Reemphasis of best practices including virus prevention and communication procedures
2. Weekly Client, Family and Community Email
 - a. General status update to keep people informed of recent developments

- b. Updates on any additional procedures
 - c. Helpful Information based on any learned experience
 - d. Reemphasis of best practices including virus prevention and communication procedures
3. Weekly Supervisory Visits via phone or videoconferencing
- a. Broad Street RNs connect with each Care Professional to discuss overall client condition
 - b. Discuss any changes or modification to plan of service, if necessary
 - c. Discuss virus prevention procedures in the context of the Client's daily routine
 - d. Follow-up with Clients, and Families, if needed to ensure they are safe and comfortable, answer questions and discuss any changes or modifications

III. SYMPTOMS CHECK - Form is [HERE](#)

To help us adhere to these new health protocols and to ensure we are not overlooking potential risks, each Care Professional receives a "symptoms check" two hours before each shift. This check form comes through email and text. The Care Professional then responds, and it is sent to Broad Street office. The results of these checks are reviewed by Broad Street Nurse or support staff 2 times daily.

1. Check for specific symptoms (Fever, Dry cough, Runny nose, Shortness of breath).
2. Confirmation that no one in Care Professional's household is showing symptoms.
3. Confirmation of social distancing practices.
4. Reminder instructions to contact Broad Street Nurse if Care Professional or Client is exhibiting any symptoms or to address any questions.
5. Reminder of basic virus prevention procedures along with a note of encouragement acknowledging the value of the Care Professional's role.

IV. PROCEDURES IF SYMPTOMS ARE DETECTED

If symptoms are detected by a Care Professional, or someone who has been in contact with the Care Professional, the following procedures are followed:

1. Care Professional does not attend scheduled shift.
2. Care Professional communicates to RN the symptoms/details.
3. Broad Street RN then helps facilitate with the Care Professional's Primary Care Physician or other physician to determine proper procedure which may include potential testing and/or quarantine.
4. Notify Client, and Client's family and RN then helps facilitate with the Client's Primary Care Physician in order to determine the proper procedure which may include potential testing and/or quarantine.
5. Notify other Care Professionals to determine their condition in order to follow appropriate physician directed procedure.

Anyone with symptoms can be screened and tested and any one of the four immediate Care sites according to location. These are Corona Virus testing sites are set up at established Northshore University HealthCare System Immediate Care clinics.

9977 Woods Dr. Skokie, IL	6450 W. Touhy Ave. Niles, IL	9900 Rollins, Gurnee, IL	920 Milwaukee Ave. Lincolnshire, IL
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V. FACILITY AND SENIOR COMMUNITY COORDINATION

With facilities and senior communities, we need to not only follow our procedures regarding social distancing as well as other methods of virus prevention, it is also important that we coordinate with the facility to follow their procedures. Care Professionals are also directed to contact Broad Street Support Staff should they observe any changes. While each facility or community may have different procedures and may choose to implement those procedures at different times, the following are some of the common guidelines Senior Communities are following to keep their environments safe.

1. General Procedures

- a. Care Professionals are considered "Essential" and facilities and communities have indicated to us that they do not expect restrictions being placed on Care Professionals. They are needed.
- b. Care Professionals go through a symptoms screen before entering the facilities.

2. Potential Restrictions and Broad Street Response

- a. In many cases, non-essential persons, including family, may be restricted from entering the facility or community.
- b. Outside packages and food delivery may be restricted, as the facilities or communities are self-sufficient in terms of food and supplies and undergo a cleaning process to prevent any contamination.
- c. Social interaction may be restricted, and patients or residents may be confined to their rooms or residences. In those cases, food and supplies will be delivered to the room.
- d. Care Professionals encourage and support clients in following best practices in social distancing and frequent washing and sanitizing, regardless of what procedures may be in place.

3. Shelter In place (Also applies to clients living in their home)

- a. Should the situation become more restricted, or clients become more concerned with virus prevention, we have asked certain Care Professionals who are able, to make arrangements to shelter in place with clients.
- b. In that scenario, the Care Professionals would effectively move in with the client, thereby further reducing risk related to come and go.