

An Important Update from the Infection Prevention Team

Coronavirus (COVID-19) Client Education Tool

At BAYADA, we believe our clients come first. Our mission is, and always has been, to help people have a safe home life with comfort, independence, and dignity. In light of the evolving COVID-19 situation in the US, we understand you, our clients, may have questions about what BAYADA is doing to keep you safe. Please review the frequently asked questions and answers below as of March 11, 2020, to learn more about COVID-19 and what we're doing to ensure your safety. We will provide updated information as necessary.

What is Novel Coronavirus (COVID-19)?

- COVID-19 is a newly identified strain of coronavirus that has demonstrated person-to-person spread in several countries across the globe. In general, coronaviruses are a large family of viruses that typically circulate during cold and flu season can cause mild respiratory illness.

What precautions should I take to avoid getting sick?

- Wash your hands often with soap and water for at least 20 seconds.
- Cover your cough or sneeze with a tissue.
- Don't touch your eyes, noses, or mouth, especially with unwashed hands.
- Avoid close contact with individuals who are showing symptoms of illness.
- Clean and disinfect high-touch surfaces often.
- Stay home if you are sick.

What is BAYADA doing to keep me safe?

- BAYADA's Infection Prevention Program provides the highest standards of infection prevention practices as recommended by the Centers for Disease Control (CDC).
- We consistently educate our clinical staff and provide oversight to ensure that they are following all the recommended standards, such as excellent hand hygiene practice and glove use.
- Our employees are educated **not to come to work if they are sick** and to use personal protective equipment (gloves, surgical masks) when caring for **any** client with signs and symptoms of respiratory illness.
- BAYADA employees are provided with education and support to recognize signs and symptoms of COVID-19, persons at risk, and measures to take to prepare for the possibility of COVID-19 transmission in the US.

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- We are also reinforcing that any employee who travels outside the US to areas where ongoing disease transmission is occurring follow CDC recommendations related to safe travel and procedures to follow upon return to the US, including symptom monitoring and/or self-quarantine for 14 days.
- We are encouraging clients to notify their BAYADA office if they have recently traveled to an area affected by COVID-19 or have had contact with someone who has traveled or had exposure to someone with COVID-19.
- BAYADA has established processes to facilitate communication and to provide daily updates to all of our offices nationwide as the situation continues to evolve, to keep you and your BAYADA caregivers safe.

What are the symptoms of Coronavirus?

- The primary symptoms of COVID-19 are:
 - Fever
 - Cough
 - Shortness of breath

How is Novel Coronavirus spread?

- The virus is spread mainly from person-to-person:
 - Between people who are in close contact with one another (within about six feet)
 - From respiratory droplets produced when an infected individual coughs or sneezes

How soon after exposure to Coronavirus do signs and symptoms occur?

- Symptoms occur anywhere from 2 to 14 days after exposure to the virus.

Where can I go for more information on Coronavirus?

- Please reach out to your BAYADA office with any questions.
- For real-time updates on the Coronavirus, please visit [cdc.gov](https://www.cdc.gov).