



Senior Alternatives

COVID-19 Frequently Asked Questions (with Answers!)

Hello Devoted Caregivers,

We realize that there is a lot of new and ever-changing information out there on what's allowed and what's not allowed during Shelter-in-Place, even as we enter Stage 2 or 2.5. We have put together this FAQ to help guide you as the community is opening up a little more. Below is information on how to keep yourself and our vulnerable seniors informed and protected.

1. Should we still stay home as much as possible, or can we go out again?

Higher risk individuals (over 65 or with serious medical conditions) should continue to stay home until Stage 4. The new order continues to encourage that people stay home, unless they are engaged in certain "Essential Activities." This includes grocery shopping, picking up prescriptions and other goods and services for yourself and your family (or client) and engaging in activity that allows for the required social distancing with other people such as exercising.

2. What are the social distancing guidelines I still need to follow?

Avoid groups (stay at least six feet away from others). Reduce the time you are around others outside the home, even when at least six feet away. Wear a face covering when out in public, as required, and wear a face covering while working with clients.

3. What should I do if someone comes to visit my client? What if my client asks to visit with family or friends that don't live with them?

Public or private gatherings of any size is not recommended. For everyone's safety, it is recommended that no one visit friends or family members outside your own household. We need to help each other fight the spread of COVID-19 by staying at home. If family or friends want to visit, we recommend sitting outside and 6 feet apart or having your client remain in the house and visitors sit outside a window in a chair.

4. Is it okay to take my client out for a walk?

It's okay to go outside to go for a walk, and participate in healthy activities as long as you wear a face covering, maintain a safe physical distance of six feet and gather only with your client and members of their household.

5. My client wants to go for a drive, is that okay?

No. Unless it is necessary to transport your client to an appointment, it is not okay to go for a drive, since leaving the home is only allowed for essential activities.

6. What should I do if my client wants to go food shopping or to pick up a prescription?

Minimize errands by getting groceries delivered or going to pick up the prescription for them. Seniors are much more vulnerable to infection, and they should stay home as much as possible.

7. Do I need to have a letter from my employer or other documentation to travel in a car?

No. You do not need to carry official documentation. But be prepared to explain if requested by law enforcement why your travel is allowable under the Order. Have your Senior Alternatives name badge available at all times just in case.

8. What happens if we don't comply with the Orders?

This is a legally enforceable order issued under California law. It is a crime to violate these Orders, and you may be punished by a fine or imprisonment for doing so.

9. Do I still need to wear a mask when I'm with a client? What about gloves?

YES! It remains our company policy that ALL caregivers wear a mask when you are less than 6 feet from your client.

The recommended times to wear gloves include:

- Assisting with all personal care including toileting, showers, brushing of teeth, etc.
- Handling utensils or supplies soiled with body fluids
- Changing linens soiled with body fluids
- Cleaning up spills of body fluids
- Gloves are not necessary for casual contact with patients, such as transferring, bathing intact skin, etc.

Also remember that putting on gloves does not substitute for the need to wash hands.

REMEMBER: The best way to reduce the risk of getting sick, as with seasonal colds or the flu, still applies to prevent COVID-19:

- Wash hands with soap and water for at least 20 seconds as frequently as possible.
- Stay home if you are sick.
- Avoid touching your face.
- Covering coughs or sneezes (into the sleeve or elbow, not hands).
- Avoid groups (stay at least six feet away from others).
- Reduce the time you are around others outside the home, even when at least six feet away.
- Wear a face covering when out in public, as required.