

COVID-19 Safety Policy

Safety for our staff and for those we serve is our top priority as we navigate the coronavirus pandemic. Our safety policies and procedures are listed below and are subject to change based on the ongoing recommendations of governmental and public health sources. Our current policy is also posted to our website.

For Clients and Communities:

- We are providing online consultations and meetings wherever possible.
- We will provide and utilize the following personal protective equipment while working in the homes of clients: masks at all times and gloves in common areas. Additional PPE, including shoe coverings, will be worn as requested by a client/family or community.
- We will set up and make frequent use of a designated handwashing station in each space and bring our own supplies: soap, towels, tissues, hand sanitizer, and trash receptacle.
- We will abide by all community policies with regard to temperature taking, door entrances, and other safety practices.
- **With regard to social distancing:**
 - we will greet client and facility staff from a safe distance of 6 feet or more.
 - whenever possible, we are **strongly** encouraging our clients to leave the property during pack and move days. We will use other convenient forms of communication while our clients are not present.
 - when not possible for the client to leave, we will physically mark off a comfortable "safe" area of 10 feet or more for the client, and our team will stay out of that space and vice versa.
- **We will require that all clients and family members present wear masks during the time our staff are visiting or working** and will provide masks as needed to them. We will screen our clients about any potential exposures before agreeing to provide services and reserve the right to deny services for safety concerns or noncompliance with our distancing procedures.
- Upon arrival we will clean all frequently touched surfaces in the homes of our clients and in senior living communities according to CDC guidelines. We will repeat this process before we leave.
- As desired by the community, we will provide signage, cones, or other signals that can be used to indicate our presence to staff and residents.
- We will refrain from using recycled supplies and will provide "fresh" packing paper at each job along with rotating boxes and other supplies in between clients. After unpacking, used wrapping paper will be discarded.

- We will routinely disinfect our own supplies and high-touch areas in our vehicles.
- We will ensure that professional movers accompanying our team abide by our company policy, the policies of senior living communities, and the preferences of clients and families.
- Currently we will not serve in the homes of clients with known COVID diagnosis or in buildings/units of communities where cases are present.
- In order to avoid sharing pens and violating social distancing practices, contract signing, payment, and related transactions will be done electronically or via the mail whenever possible or other socially distanced arrangements must be made.

For Our Staff:

- Vehicle drivers and supply personnel will sanitize high-touch areas of vehicles and supplies and rotate use of boxes as above.
- Staff will maintain social distance while loading and unloading supplies while working at homes and communities.
- We will socially distance wherever possible among ourselves, including dividing work into separate areas and having no more than the sufficient amount of staff present at once. We will also socially distance ourselves from other providers, such as movers.
- We will encourage our staff to monitor their temperature before coming to work and require participation in temperature taking as we enter communities.
- Staff who are not feeling well are required to stay home.
- Any staff member who has traveled abroad or shares a household with someone who has is required to self-quarantine for 14 days.
- Any staff member who has experienced a true exposure to the coronavirus as defined by the CDC is required to self-quarantine for 14 days.
- Any staff member who is exhibiting flu-like symptoms is required to be tested and share test results with the company before returning to work.
- Staff may choose projects to work on at their own discretion and comfort. No staff member will be penalized in any way for lack of participation in a particular job or setting.