



COVID-19 Checklists for Providing Rides, Home Visits, and Other Services to Clients in Need - April 3, 2020

All organizations and individuals providing services to clients in need, including older adults, people with underlying medical conditions, or otherwise vulnerable populations, should be prepared for requests for support from clients with Coronavirus Disease 2019 (COVID-2019).

For all services, organizations should ensure their staff and volunteers are trained, equipped, and capable of practices needed to:

- ✓ Protect themselves from getting and spreading COVID-19 infection
- ✓ Prevent the spread of COVID-19 and other respiratory diseases among clients and other people in the community when providing rides, home visits, or office services
- ✓ Identify ways to provide sick clients with essential services that minimize or eliminate direct interaction
- ✓ Safely deliver essential services to a limited number of clients with confirmed or suspected COVID-19

The following checklists do not describe mandatory requirements or standards; rather, they highlight important areas to consider in preparation for serving clients during the COVID-19 pandemic.

CHECKLIST 1: PROTECT YOURSELF FROM GETTING AND SPREADING CORONAVIRUS INFECTION

- Wash hands often with soap and water – including before and after serving each client.
- Use hand sanitizer with at least 60% alcohol when you can't wash your hands.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Cover your mouth/nose with a tissue or sleeve when coughing or sneezing.
- Avoid close contact (within 6 feet) with people.
- Stay home while you are sick and avoid close contact with others.
- Don't work or volunteer while you are sick – this means any illness/ not feeling well in any way.**

CHECKLIST 2: PREVENT THE SPREAD OF COVID-19 WHEN PROVIDING RIDES

- Download, print, and share coronavirus disease [prevention materials](#) with drivers.
- Provide drivers with hand sanitizer, cleaning supplies, and facemasks to give sick clients.
- Call clients over the phone the day before providing the ride and ask if they are sick with respiratory symptoms (e.g., cough, fever, shortness of breath).
- If a client is **not** sick with respiratory symptoms, provide the ride as planned using general sanitary precautions:
 - Share flyers with information about how to prevent the spread of germs, or post in visible locations in the vehicle (e.g., seatbacks).
 - Drivers should wash hands before and after serving clients.
 - Clean vehicle surfaces (e.g., car handles, doors, seatbelts, etc.) before and after serving clients (use an [EPA List N disinfectant](#)).
 - Leave doors open after patient transport while cleaning the vehicle.
 - Maintain social distancing; ask the client to sit in the back seat.
 - Ensure that the vehicle is well-ventilated, through air conditioning (not recirculated air) or open windows.



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- If driving the client to a medical appointment, wait outside the facility until the appointment is complete.
- If a client is sick with respiratory symptoms:
 - Discuss the clients' needs and determine if the ride could be delayed until the client has recovered. For example, if the ride is to bring a client to a non-urgent medical appointment, see if the appointment could be rescheduled.
 - If the clients' needs are immediate, identify ways to provide sick clients with essential services that minimize or eliminate direct interaction. For example: If the ride is to bring the client to a grocery store, restaurant, or other commercial location, ask if the items that the client needs could be brought to their house for them.
 - If it is determined that a ride is necessary, ensure that the driver is not someone who is at high-risk for complications from COVID-19:
 - Older adults
 - People who have serious chronic medical conditions like:
 - Heart disease
 - Diabetes
 - Lung disease
 - Ensure that the driver feels comfortable transporting the patient.
 - If the driver is healthy, low-risk, and feels comfortable transporting the patient:
 - Ask the patient to wear a facemask before, during, and after the ride.
 - Share flyers with information about how to prevent the spread of germs to clients, or post in visible locations in the vehicle (e.g., seatbacks).
 - Drivers should wash hands before and after serving clients.
 - Clean vehicle surfaces (e.g., car handles, doors, seatbelts, etc.) before and after serving clients (use an [EPA List N disinfectant](#)).
 - Leave doors open after patient transport while cleaning the vehicle.
 - Maintain social distancing; consider asking the client to sit in the back seat.
 - Ensure that the vehicle is well-ventilated, through air conditioning or open windows.
 - If driving the client to a medical appointment, wait outside the facility until the appointment is complete.
 - Call an EMT for transport if the client is experiencing emergency warning signs, including:
 - Difficulty breathing or shortness of breath
 - Persistent pain or pressure in the chest
 - New confusion or inability to arouse
 - Bluish lips or face

CHECKLIST 3: PREVENT THE SPREAD OF COVID-19 WHEN CONDUCTING HOME VISITS

- Download, print, and share [coronavirus disease prevention materials](#) with staff and volunteers conducting home visits.



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- Provide staff and volunteers conducting home visits hand sanitizer, cleaning supplies, and facemasks to give sick clients.
- Require that any client requesting a home visit call in advance to schedule the visit.
- Discuss the clients' needs and determine if the purpose of the home visit could be handled without an in-person visit.
 - For example: If the purpose of the visit is to sign paperwork, see if the document could be signed electronically using a computer or cell phone; if the paperwork could be mailed to the client, signed, and then mailed back; or if the paperwork could be dropped off at the door of the client's home and picked up later.
- Call clients over the phone *the day before* the visit and ask if they are sick with respiratory symptoms (e.g., cough, fever, shortness of breath).
 - If the client **is** sick with respiratory symptoms, request that the visit be postponed until the client is healthy.
 - If a client is **not** sick with respiratory symptoms and an in-person visit is needed, conduct the home visit rigorously applying the personal protective behaviors included in CHECKLIST 1. In addition:
 - Print out and bring flyers with information about how to prevent the spread of germs.
 - Staff and volunteers should wash hands before and after conducting home visits.
 - Clean surfaces in your vehicle after conducting the home visit.
 - Maintain social distancing; stay at least 6 feet away from the client as possible.
 - If possible, request that the home be well-ventilated, through air conditioning or open windows.
- Call an EMT for transport if the client is experiencing emergency warning signs, including:
 - Difficulty breathing or shortness of breath
 - Persistent pain or pressure in the chest
 - New confusion or inability to arouse
 - Bluish lips or face

CHECKLIST 4: PREVENT THE SPREAD OF COVID-19 WHEN PROVIDING OFFICE SERVICES

- Ensure that staff and volunteers who are sick with respiratory symptoms stay home and not work until they are healthy and free of fever. If they have symptoms of COVID-19 and are not tested, they should self-isolate for at least 7 days, and until 72 hours free of fever, and until symptoms are gone or much improved.
- To the extent possible, provide services by phone or online reducing the need for face-to-face interactions.
- Stagger appointment times to maximize space between people in the office.
- Consider whether front doors of the office can be locked so that people cannot come in and out without making appointments in advance.
- Place signage on the door requesting that persons who have COVID-19 symptoms return home and come back for services once they are well (at least 7 days, and until 72 hours fever free, and until symptoms are gone or much improved) or they receive services by phone, if possible.
- Ensure that the office space is well-ventilated, through air conditioning or open windows.



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- Perform routine environmental cleaning of the office:
 - Routinely clean all frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs. Use the cleaning agents that are usually used in these areas and follow the directions on the label.
 - Provide disposable wipes so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks) can be wiped down by staff, volunteers, or clients before each use.
- Download, print, and share [coronavirus disease prevention materials](#) for clients coming in to the office. Post materials in visible locations around the office, such as on doors and in the waiting area.
- Require that any client requesting office services call in advance to schedule an appointment.
- Discuss the clients' needs and determine if the assistance needed could be handled without an in-person visit.
 - For example: If the purpose of the visit is to assist with paperwork, see if the paperwork could be completed over the phone; electronically over the computer; mailed to the client, completed by the client at home (while on the phone with assistance if necessary), and then mailed back to the office; or dropped off at the door of the client's home and picked up later.
- Call clients over the phone the day before the appointment and ask if they are sick with respiratory symptoms (e.g., cough, fever, shortness of breath).
 - If the client **is** sick with respiratory symptoms, request that they stay home until they are healthy.
 - If the client is **not** sick and an in-person appointment is necessary, conduct the appointment using general sanitary precautions:
 - Staff and volunteers should wash hands before and after serving clients.
 - Clean surfaces (e.g., door handles, keyboards, etc.) before and after serving clients.
 - Maintain social distancing; stay at least 6 feet away from the client.
- Call an EMT for transport if the client is experiencing emergency warning signs, including:
 - Difficulty breathing or shortness of breath
 - Persistent pain or pressure in the chest
 - New confusion or inability to arouse
 - Bluish lips or face

Note: This document was adapted from a version created by Fairfax County.