

COVID-19 PROTOCOL

UPDATED: MAY 18, 2020



RESTRICTIONS FOR CARE:

Providers will be unable to provide care and Members will not be serviced if:

- Individual or member of their household has tested positive for COVID-19 within the last 14 days.
- Individual or a member of their household was in close contact with a confirmed case within the past 14 days.
- Individual or a member of their household has been directed by health authorities, school, or employer to self-quarantine.
- Individual or a member of their household is exhibiting cold or flu-like symptoms such as fever, cough, or shortness of breath.
 - *The CDC defines a fever as 100.4°F/38°C or higher
 - Individual should be symptom free and without the use of fever-reducing medicines (medicines that contains ibuprofen or acetaminophen) for at least 24 hours

Transparency from both parties in regards to illnesses is critical to containing the spread of the virus. For this reason, we are asking both Providers and Members to fully disclose any illnesses to the STL Sitter Office upon confirmation of appointments.

ADDITIONAL NOTES FOR OUR MEMBERS:

Policy Notes: Our policies regarding communication, payment, scheduling, and cancelling remain unchanged. Our management team will work to be flexible and fair regarding fees and payments due to sickness.

School Closures: With school closures and Summer camp cancellations there is an increase in demand for in-home care for the coming months. Our sitters are excited, and ready to get to work! Please submit appointment requests as soon as possible in your member portal to ensure best provider availability and quick turnaround times.

ADDITIONAL NOTES FOR OUR PROVIDERS:

Accepting/Declining Appointments: Providers will continue to have unlimited declines and cover requests until further notice.

Cancellation Upon Arrival: If you arrive at a home and you are uncomfortable staying due to one of the family members being sick despite best efforts at transparency, please notify the family and STL Sitter office immediately.

Hour Requirements: Use the Account Status form to notify the office of your inability to meet your hourly requirements and check in as needed.