

# COVID-2019 - Guidance for Workers who provide in-Home Services (Non-Personal Care)

Workers who are required to enter client's homes to provide their services, such as social workers and residential repair and renovation services, should only do so to offer essential or emergency services. Staying safe means asking questions. Call ahead to know your client's health status.

The Public Health Agency of Canada is continually monitoring the situation regarding COVID-2019. There is an increased risk of more severe outcomes for Canadians who are aged 65 and over, with compromised immune systems, with underlying medical conditions. As the situation evolves it is important to be aware of the most current information at [www.gnb.ca/coronavirus](http://www.gnb.ca/coronavirus).

## Symptoms of COVID-19:

- Fever
- Cough
- Headache
- Sore throat
- Runny nose

## Transmission

Person-to-person transmission is mostly via infectious respiratory droplets or by touching a surface or an object contaminated with the virus and then proceeding to touching one's eyes, nose and mouth.

## Control measures:

- If **you** are experiencing symptoms, stay home and isolate yourself from others as quickly as possible. Call TELECARE-811.
- Before arriving at a client's home, call to verify if anyone in the home is experiencing symptoms of Covid-19 or has been advised to self-isolate.
  - If the answer is **no**:
    - Discuss what work is needed and other details before arriving in the home to minimize interactions.
    - If a customer has stated that no one is sick, but the worker arrives and finds that someone in the home is coughing or appears ill, leave and discuss doing the work later, whenever possible.
    - Maintain a 2 meter (6 feet) separation distance from others while you are in the home, where possible.

- For short periods of time when physical distancing is not possible, wearing a non-medical mask is one way to protect those around you.
  - Wearing a non-medical mask (e.g., homemade cloth mask) has not been proven to protect the person wearing it. However, the use of a non-medical mask or facial covering can be an additional measure you can take to protect others around you.
  - Wash your hands with soap and water or use alcohol-based hand sanitizer before and after you visit the home.
  - Avoid touching your eyes, nose and mouth with unwashed hands.
  - While in homes, as much as possible, workers should avoid touching surfaces.
  - For social workers, if transporting a client in your vehicle is necessary, have them sit in the back seat.
  - Clean and disinfect your tools/equipment between clients.
  - As an essential worker out in the public, it is recommended to maintain social distance from the elderly, the immunocompromised and those with chronic conditions that may weaken their immune system.
- If the answer is **yes**:
- Re-assess if the work is essential or urgent, get guidance from your manager.
  - If you must still visit the home, ask that individuals who are ill or in self-isolation stay in their room during your visit or, if not possible, that they wear a mask while you are in the house.
  - When possible, ask that clients ensure that high touch surfaces, such as doorknobs, and/or the space where you will be working are cleaned and disinfected before your arrival.
  - Maintain a 2 meter (6 feet) separation distance from others, where possible.
  - Wash your hands with soap and water or use alcohol-based hand sanitizer before and after you visit the home.
  - Avoid touching your eyes, nose and mouth with unwashed hands.
  - While in homes, as much as possible, workers should avoid touching surfaces.
  - For social workers, if an ill client needs to be removed from the home, avoid transporting these individuals in your vehicles, call for an ambulance to transport.
  - For plumbers working in situations where splashing is a concern, wear disposable gloves, mask and eye protection. Masks should not be touched or handled during use. After discarding the mask, hand hygiene with an alcohol-based hand sanitizer, should be performed.
  - Clean and disinfect your tools/equipment between clients.

- Monitor yourself for any signs of illness for 14 days and if symptoms occur self-isolate and contact 811 for further instructions.
- As an essential worker out in the public, it is recommended to maintain social distance from the elderly, the immunocompromised and those with chronic conditions that may weaken their immune system.