



Always Best Care
senior services®

WELCOME TO ALWAYS BEST CARE COVID-19 PROTOCOL AND UPDATE

Thank you for choosing Always Best Care South Bay/West Los Angeles as your home care provider. Please note that due to the ongoing public health emergency resulting from COVID-19, operations at Always Best Care have adapted to adhere to recommendations by the Centers for Disease Control (CDC) and the LA County Department of Public Health. Additionally, depending on the success and impact of current mitigation strategies, the pool of professional caregivers available for placement will be significantly impacted. Although our entire team continues to be committed to providing ongoing and consistent service, current and prospective clients of Always Best Care should plan for the following:

- Possible change of caregiver due to illness or exposure to COVID-19.
- Possible schedule changes due to availability of healthy caregivers.
- Limited availability of caregivers willing to provide care if you (client) are infected with COVID-19.

Our professional recruiters continue to scout for caregivers to strengthen our capacity to meet your needs. Care Managers are working diligently to ensure that our entire team, including you, remain healthy by engaging in infection control measures recommended by the CDC and LA County Department of Public Health.

- Wear gloves while on assignment.
- Assessment of temperature (both caregiver and client) prior to the start of shift (normal range is 97-99 degrees Fahrenheit).
- Engage hand washing regimen prior to the start of care and every hour thereafter until the shift ends.
- Practice infection control strategies, including disinfecting high traffic surfaces (door knobs, phones, handles, etc.).
- Mandate to immediately report any illness to Care Manager at Always Best Care.
- Mandate to remain at home if caregiver exhibits symptoms of COVID-19, including respiratory symptoms, fever, cough, shortness of breath, and breathing difficulty.

Our entire team is honored to be a partner in your care. Every operational decision we make in the coming weeks and months will be guided by public health policy and our ongoing commitment to the health and well-being of our clients, team members, and community partners.

For more information or assistance please contact us

(310) 503-6893 or www.alwaysbesthomecare.com

