



Coronavirus (COVID-19) Provider Guidance

Dear HSP Provider:

We understand that you may be wondering whether the Governor's new Stay at Home executive order applies to Personal Assistants in the Home Services Program. The State of Illinois Division of Rehabilitation Services wants you to know: **The Stay at Home Order does not prevent IPs/PAs from working.** Vital PA services are exempt from the order, so please continue delivering care as you usually would while taking the necessarily health and safety precautions.

The guidance on the 3rd page of this document is based on the most current Centers for Disease Control and Prevention (CDC) and Illinois Department of Public Health (IDPH) recommendations for prevention of the spread of the novel coronavirus of 2019 disease (COVID-19). DHS encourages you to monitor guidance available through the CDC and IDPH.

Please note that your Customer may take precautionary measures regarding your shift. HSP is taking steps to ensure the health and safety of both you and your Customer(s). To do so, you may be asked several questions pertaining to your health, environment, and/or travel history before you report for a shift with your Customer. Please be mindful of the health and safety of your Customer and be upfront and honest with them regarding any COVID-19-related questions or concerns. If you and your Customer do not show symptoms or do not answer "yes" to questions on the questionnaire on the reverse of this document, please continue to assist your Customer in this time of need.

To ease the burden for you and your Customer in this trying time, the Home Services Program is implementing an amendment to some policies and procedures to follow while Illinois is under a State of Emergency (SOE) due to COVID-19:

- While DRS offices close for reasons related to COVID-19, you and your Customer are still required to use EVV and maintain a timesheet. However, **neither you nor your Customer will be required to physically submit timesheets to the local DRS office until the COVID-19 restrictions have been lifted.**
 - DRS welcomes you to scan or fax a copy of your timesheet to your DRS counselor before the end of the pay period, however, it is not required.
 - If timesheets are not received by the counselor before the end of the pay period, your paychecks will be calculated by your EVV clock in and clock out times only. This means for timesheets covering the pay period of March 1st to 15th, 2020, and until further notice, your EVV time recordings are crucial to receiving pay.

This temporary measure is meant to exercise all precautions and prevent the spread of COVID-19. It is not meant to be punitive to providers. If you believe your pay is inaccurate, please contact your Customer and submit your paper timesheet electronically. This is the first step in reconciling the pay dispute. DRS will reconcile any discrepancies between the timesheet and EVV records as soon as possible to make providers whole.

- We encourage all HSP Providers to use the 1-800-804-3833 automated system to ensure your hours of work have been processed and paid.



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- After the SOE has been lifted, you must submit all physical timesheets to the local DRS office.
- If your Customer is hospitalized during the period Illinois is under a State of Emergency due to COVID-19, your customer may receive approval from an HSP Counselor for you to provide a limited number of service hours for your Customer. These services would include personal care tasks, which means you would be present in the hospital room with your Customer. Please note, you are still limited to your Customer's monthly service plan hours and you cannot work more than 16 hours in a 24-hour period.

Remember, you are the Customer's employee. If you choose not to work and are not ill or showing symptoms, your Customer can act on those choices. However, if you are ill and showing symptoms, safety is the priority and you must notify your Customer immediately.

Resources available to maintain current information regarding COVID-19:

- Centers for Disease Control and Prevention (CDC) – www.cdc.gov
- Illinois Department of Public Health (IDPH) – <http://dph.illinois.gov>, (800) 889-3931, DPH.SICK@illinois.gov

FOR INFORMATION RELATED TO PROVIDER NOTIFICATIONS REFER TO:

<http://www.dhs.state.il.us> and search "HSP COVID"

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Please use the following information **before and during** your shift to reduce the risk of exposure to COVID-19.



YOU MAY BE ASKED!

Before you report for a shift or enter the home, your Customer may ask you...

- In the last 14 days...
 - Have you traveled to a location where COVID-19 has been diagnosed or suspected?
 - Have you had close contact with persons who have traveled to a location where COVID-19 has been diagnosed or suspected?
 - Have you been sick with the cold or the flu or other respiratory illnesses?
 - Have you been around people who have been or are sick with the cold or flu?
- In the last 7 days...
 - Have you had, or currently have, a fever, nausea and vomiting, or diarrhea?

If yes was answered to any of these questions, it has been recommended your Customer that they utilize their back up provider for at least 14 days from when your symptoms began.



Practice Good Hygiene

Be mindful to...

- Avoid physical contact when possible
- Maintain a 6-foot radius from people in the home
- Clean hands on arrival and throughout your shift
- Avoid touching your or your Customer's face
- Cover coughs and sneezes with arm
- Disinfect common surfaces regularly
- Increase ventilation by opening windows or adjusting A/C or furnace



Food Safety

With food and/or groceries...

- Do not share food with Customer or other individuals
- Do not share utensils or dishes with Customers or other individuals
- Ensure you practice strict hygiene when preparing food



Individuals with Vulnerabilities

Consider extra precautions...

- For Customers with underlying conditions including heart, lung, kidney disease; diabetes; and immune system suppression
- Even if you're healthy, act as if you were a risk to the individual with underlying conditions (follow good hygiene)
- If possible, provide protected space for vulnerable household members
- Ensure all utensils and surface are cleaned regularly



Sick Family Members (not with COVID-19)

To avoid illness or potential complications to you or the Customer...

- Give sick members their own room if possible
- Ask them to wear gloves and surgical masks
- If multiple people are in the house, maintain focus on your Customer, do not assist the sick individual

If you develop symptoms related to COVID-19, please contact your medical provider. If you have questions or concerns about COVID-19, you may contact the Illinois COVID-19 Hotline at **1-800-889-3931** or email

DPH.SICK@illinois.gov.