



630-548-9500

www.elitecaremanagement.com



Cleaning Tips for Covid-19

Clean surfaces using soap and water. Practice routine cleaning of frequently touched surfaces.

High touch surfaces include:

Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.

For soft surfaces such as carpeted floor, rugs, and drapes. Clean the surface using soap and water or with cleaners appropriate for use on these surfaces.

Launder items (if possible) according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.

Disinfect with an EPA-registered household disinfectant.

Dear All Staff, Patient and Families,

As you are probably aware there is an increase in the number of cases of a respiratory illness called Coronavirus, also known as COVID-19.

Elite Care strives to provide the safest care possible for our patients, families, and staff. Please rest assured that we are following all guidelines from the Centers for Disease Control and Prevention (CDC) best practices and the state health department (Illinois Dept. of Public Health).

We respectfully ask that you contact the agency at 630-548-9500 if you are experiencing any of the following: fever, cough, sore throat, shortness of breath, contact with someone who has been ill with respiratory illness, contact with a confirmed case of COVID-19, contact with a person under investigation (e.g. test pending), history of travel within 14 days of symptom onset, exposure to someone who has travelled to countries with sustained community transmission.

CDC does NOT currently recommend the general public use facemasks. CDC recommends following everyday preventive actions:

- Washing your hands briskly with soap and hot water for 20 seconds;
- Using hand sanitizer with at least 60% ethanol or 70% isopropanol, if you cannot wash your hands
- Covering your cough and sneezes;
- Disinfect surfaces like doorknobs, tables, and handrails regularly;
- Increase ventilation by opening windows; and
- Staying home when you are sick.

Working together we can limit the impact of COVID-19. Thank you so much for trusting us to keep you loved ones and our staff safe.

Sarah Martinez RN, BSN

For clothing, towels, linens and other items

Wear disposable gloves.

Wash hands with soap and water as soon as you remove the gloves.

Do not shake dirty laundry.

Launder items according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.

Dirty laundry from an ill person can be washed with other people's items.

Clean and disinfect clothes hampers according to guidance above for surfaces.

Food should stay separated: The ill person should eat (or be fed) in their room if possible.

Wash dishes and utensils using gloves and hot water: Handle any non-disposable used food service items with gloves and wash with hot water or in a dishwasher.

Garbage

Dedicated, lined trash can: If possible, dedicate a lined trash can for the ill person. Use gloves when removing garbage bags, and handling and disposing of trash. Wash hands afterwards.

630-548-9500

www.elitecaremanagement.com



Remember this is new for everyone; please call the office at 630-548-9500, we will be glad to try assist you.

Remember you are our first priority!

Thank you so much for being one of our valued patients, we recognized that this pandemic is serious, but rest assured we are doing our absolute best and putting you first as our client.

Here is some of the initiative that we started:

We have been doing increased training with our caregivers on how to prevent the spread.

We are monitoring our caregivers closely if anyone recently traveled outside of the US or are presenting symptoms (flu-like symptoms, fever, etc.), we do not allow them to work for an indefinite period of time.

This is a collaborative effort, our caregivers are trained and know to report their symptoms, however, we do request that if a caregiver starts developing flu-like symptoms and fever, please call our corporate office immediately.

Even though that we have been reaching out via phone for the past week asking whether or not anyone in your household has traveled anywhere in the past 14 days, please if you travel or your family status has changed, please report to the office immediately.

We have been reaching to every client to teach them about proper handwashing, the need for social distancing, which means we want you to stay at home, avoid crowds because that's the best we can do to mitigate the spread of the virus.

You may be asking, if we stayed at home, how do we get our groceries? Please think about grocery delivery or pick-up services meaning if you need to get your groceries, you don't have to get out in the crowds. If you have no means in ordering online please contact our office will be your first line of defense; we will try to assist you with groceries and essential items of need.

We are keeping a close eye on this and will check in with you. As always, we are here for you.

Who to Call About COVID-19

This updated fact sheet from the Illinois Department of Public Health provides information on who you should call about COVID-19 including: who to call for general information, what to do if you have respiratory symptoms and who to call if you think you need immediate medical attention.

State of Illinois
Illinois Department of Public Health

COVID-19 Who Should I Call ?

I want to know more about COVID-19, who should I call?

For **general** questions about COVID-19, call the IDPH **COVID-19 Hotline** at **1 800 889 3931** or email DPH.SICK@illinois.gov. Note the Hotline does not make decisions about who should be tested for COVID-19.

I am not feeling well and have respiratory symptoms, what should I do?

- Stay home for at least 7 days after you first became ill, or 72 hours after your fever has resolved and symptoms are improving, **whichever is longer**.

You should consult with your doctor if you have:

- Fever, cough, trouble breathing, or other flu like symptoms that are not better or are worsening after 24-48 hours.
- Mild symptoms and are pregnant, have a weakened immune system, have chronic health conditions or are an older adult (60+).

Don't call the health department about getting testing

- Your health care provider will determine if you should be tested and, if necessary, contact the health department.
- Health departments do not collect specimens for COVID-19

I think I need immediate medical attention, who should I call?

- If you need immediate medical attention, and you think you may have COVID-19, call ahead to your health care provider before going in for care. This will allow them to take the right steps to protect themselves and other patients
- If you think you are having a medical emergency, call 911; if you have been exposed to COVID-19, notify dispatch personnel so emergency medical services personnel are prepared.

Questions about COVID-19?
Call 1-800-889-3931 or email dph.sick@illinois.gov
Illinois Department of Public Health - www.dph.illinois.gov
Printed by Authority of the State of Illinois • 3/2020 • (DC) 20-643

Disinfection Tips

Use diluted household bleach solutions if appropriate for the surface. Check to ensure the product is not past its expiration date. Unexpired household bleach will be effective against coronaviruses when properly diluted. Follow manufacturer's instructions for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser.

To make a bleach solution, mix:

5 tablespoons (1/3rd cup) bleach per gallon of water

OR

4 teaspoons bleach per quart of water
Alcohol solutions with at least 70% alcohol.

In only a few days, the COVID-19 pandemic has grown to affecting almost every aspect of our daily lives. As you navigate ever-changing circumstances and make informed decisions for your patients, your family and for yourself, remember - accurate information is key. We've compiled this list of resources to help you stay up-to-date, and we'll be updating it continually as we move forward through the crisis.

Background and live updates:

[Center for Disease Control Summary](#)

[Live Count of Confirmed Cases in the United States](#)

[Worldometer Live Coronavirus Stats](#)

[World Health Organization Technical Guidance on Coronavirus](#)

[Johns Hopkins Medical FAQs About Coronavirus](#)

[Directory of local health departments](#)

Caregiver training:

[Free Coronavirus Training For Caregivers and Admin \(In the Know Caregiver Training\)](#)

[Coronavirus Fact Sheet for Caregivers \(In the Know Caregiver Training\)](#)

