

March 24, 2020

**Aging & Adult Services Division - Qualified Service Providers (QSPs)  
Coronavirus (COVID-19) Frequently Asked Questions**

**Q1 I am wondering if there are any protocols set up for QSP's to help us know what to do when going into homes during the COVID -19 pandemic. The people I serve might be the ones who would be most affected. Is there any talk of QSP's being restricted to be able to go and assist clients in their homes?**

Some consumers rely on these services to live safely in their home; there is no restriction on QSP's being able to go into a client's home. Providers can decide if they will provide a service to a consumer.

Tasks like regular housework can probably wait. However, you provide a needed community service and your clients may rely daily on the care you deliver. If you are providing for a consumer who would be at risk without assistance you must contact the consumer and the case manager to discuss options.

Please go to the Center for Disease Control (CDC) <https://www.cdc.gov/coronavirus/2019-ncov/faq.html> for the latest information on COVID-19 and ways you can keep yourself and the people you serve as safe as possible while still providing these vital services.

**Q2 Where can we get hand sanitizer? What about other types of personal protective equipment (face masks, etc.)?**

Please keep checking stores for any supplies that will help staff follow recommended home visit precautions; we understand that many retail supplies have been depleted but expect re-stocking to occur as soon as supply chains allow.

The most effective method for preventing the spread of COVID-19 continues to be handwashing. Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing. After conducting a home visit or completing a service visit.

The CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including Coronavirus. Facemasks should be used by people who show symptoms of Coronavirus to help prevent the spread of the disease to others. The use of facemasks is also crucial for health workers, and people who are taking care of someone in close settings (at home or in a health care facility) if the person is symptomatic.

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