



Staff Update: COVID-19

March 12, 2020

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HealthPRO® Heritage is prioritizing patient and our staff safety as COVID-19 continues to spread and pose a potentially serious health risk to many of those we serve.

While infection control is always the top priority, we continue to take additional steps to reinforce our processes and procedures across all of our care settings from pediatrics to home health.

Specifically, HealthPRO® Heritage offers the following guidelines to our leadership teams:

- Staying up-to-date on this ever-changing situation will assure we all stay in compliance. Specifically, Rehab Directors/Regional Managers will:
 - Communicate frequently with agency Administration/Leadership to understand and adhere to agency-specific processes & procedures; and
 - Communicate frequently with agency Administration to provide updates on changes in precautions or staffing provisions.
- Please note: All current clients will be in receipt of a communication re: HealthPRO® Heritage's directives related to COVID-19. Please review this communication and be prepared to discuss/answer questions with your customers. Please do not stray from the directives. If you have any questions not covered by these directives, or if you are unclear on the guidance, please escalate these inquiries to HR@healthpro-heritage.com to ensure we are consistent in our approach.
- Consider moving meetings to off-site locations or schedule virtual meetings when possible.
- Contact your agency Administration to reschedule upcoming SPRs, or consider relocating the meetings to an off-site location or schedule virtual conferences.
- A travel ban has NOT been issued for HealthPRO® Heritage staff; however, please use your discretion and limit non-essential travel as appropriate. Be sure to stay in close contact with your Supervisor for any changes in policy. If you have or are planning to travel abroad, please contact HR for further instructions and considerations.
- COVID-19 may trigger various federal, state and local laws. Therefore, it is imperative that you immediately notify HR at HR@healthpro-heritage.com if you or another have tested positive, if you should be tested, or if you are otherwise concerned about the risk of exposure.
- As always, follow processes & procedures for infection control and safe handwashing. Please review relevant HealthPRO® Heritage policies [here](#). Please be advised that we will continue to monitor and follow CDC guidelines that can be found at [website](#)
- As the COVID-19 situation continues to progress, please stay in contact with your Supervisor, HR and/or the Clinical team if you need specific guidance. Our top priority is safety and we will do all we can to meet that goal.