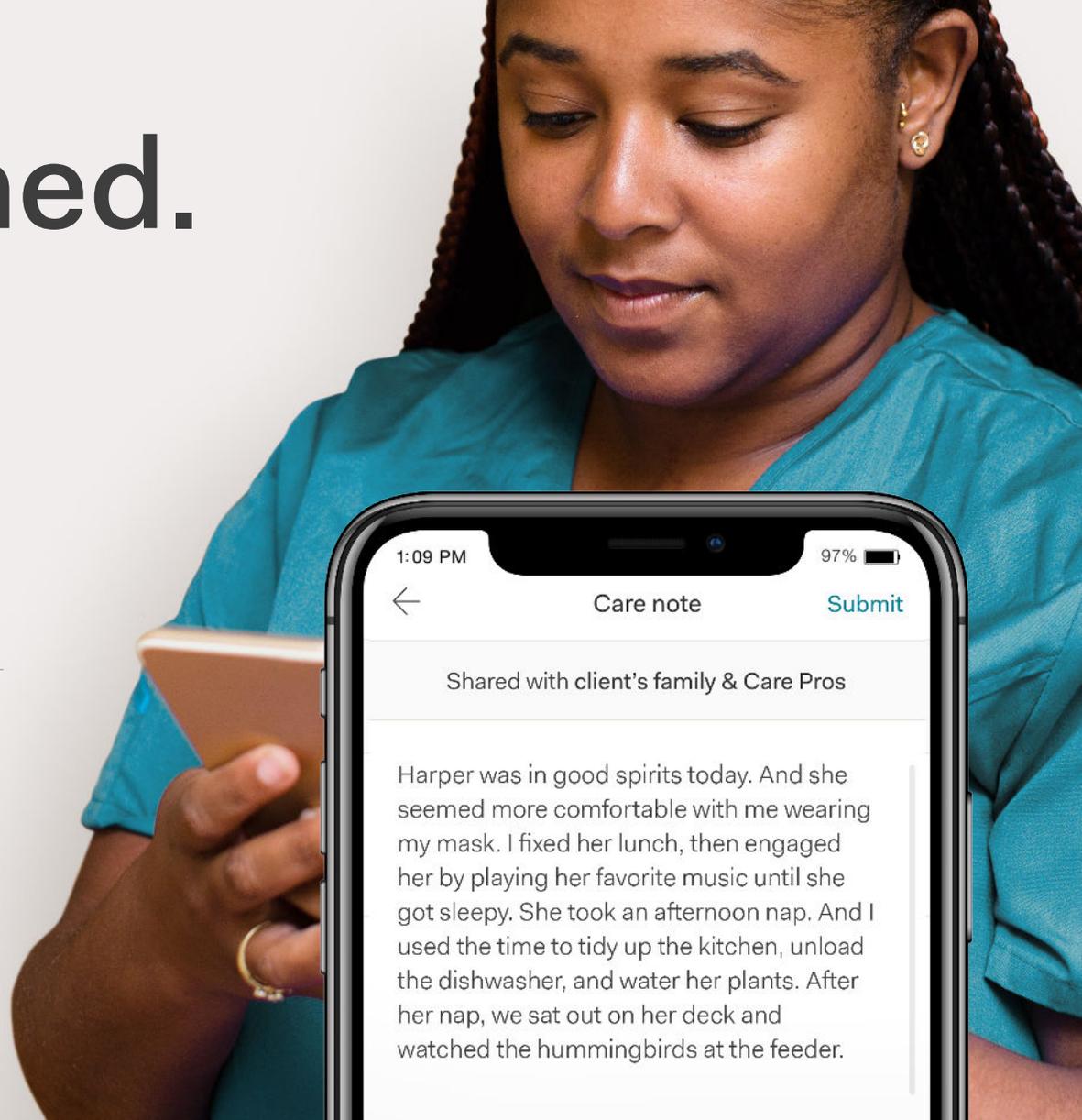


Ready. Trained. Equipped.

Supporting better care
with our unique
technology features.

In response to Covid-19, we've developed a system of enhanced protocols—and built many right into our app. Now every caregiver is **ready** to support the safety of their clients, **trained** in proper use of PPE and infection control best practices, and **equipped** with a new surgical mask for every visit.



(415) 463-1400

avivainhomecare.com

Our technology has always improved the care experience for clients—and set us apart from other home care agencies. Now it does so much more.

Before Every Care Visit

Ready. Trained. Equipped.

Our Care Pros complete a mandatory pre-visit check before seeing a client.

- ✓ Check for symptoms of illness
- ✓ Check for temperature
- ✓ Reminder to wash hands
- ✓ Reminder to wear a mask
- ✓ Reminder to check client for symptoms or risk of exposure

If a Care Pro fails a pre-visit check, our Care team begins restaffing the visit.

Pre-visit check

Before you clock into your visit please answer the following

Are you currently feeling sick?

No Yes

Have you experienced any of these symptoms now or in the last 72 hours ?
Fever, cough, shortness of breath, chills, muscle pain, headache, sore throat, loss of taste or smell.

No Yes

Please take your temperature. What's the reading in °F?

98.9°F

I don't have a thermometer

Please confirm that you will wash your hands to begin your visit.

Yes

Submit

Pre-visit check

Before you clock into your visit please answer the following

Are you currently feeling sick?

No Edit

Have you experienced any of these symptoms in the last 72 hours?

No Edit

Please take your temperature. What's the reading?

98.9°F Edit

Please confirm that you will wash your hands to begin your visit.

Yes Edit

Please confirm that you will wear the new, disposable mask provided to you for the full visit and follow usage guidelines.

Yes Edit

Please confirm that you will ask the client if they have any recent fever, flu-like symptoms, travel or contact with someone with COVID-19. If so,

Submit

After Every Care Visit

Ready. Trained. Equipped.

All Care Pros now answer three questions at the end of every shift before clocking out.

- ✓ Check for changes in client condition
- ✓ Check the supply of masks in the home
- ✓ Check for clients showing any Covid-related symptoms

This post-visit check provides early and consistent views into changes in client care that require action from our agency.

The screenshot shows the 'Post-visit check' app interface. At the top, it says 'Before you clock out of your visit please answer the following'. The first question is 'Has there been a change in the client's condition? Have their care needs changed? Did they have a fall or hospitalization recently?' with 'No' and 'Yes' buttons. The second question is 'Are there fewer than 3 unused masks available in the home?' with a note: 'Please note that masks are solely for use with Honor clients. Unused masks should not be taken out of the home.' and 'No' and 'Yes' buttons. The third question is 'Has the client had any recent fevers, flu-like symptoms, travel or contact with someone with COVID-19?' with 'No' and 'Yes' buttons. At the bottom is a 'Continue' button.

This screenshot shows the same 'Post-visit check' app interface, but with the 'Yes' button selected for each of the three questions. Below the questions, it says 'Based on your post-visit check answers please contact Honor.' and provides two buttons: 'I already contacted Honor' and 'Contact Honor now'.

PPE Proper Usage Training

Ready. Trained. Equipped.

Our training is informed by public health guidelines and best practices. Care Pros use our app to take a 5-question quiz that tests their retention of proper PPE usage.

- ✓ Enhanced mask requirements
- ✓ Proper use and handling of masks
- ✓ Follow-up quiz to ensure full understanding and compliance

As part of our commitment to ongoing safety training, we do periodic updates as infection control guidance changes.

honor

PPE Mask Training

We hope that you and your loved ones are staying safe and healthy as we continue to adapt to the presence of coronavirus in our communities.

Please review this update and take the quiz at the end to be paid for this training.

Honor has worked hard to provide a new, disposable face mask for you to use in every visit. We did this because we're committed to the safety of you and of our clients.

We wanted to send a few reminders about appropriate

0 of 5 answered

* 3. What's the first thing you should do when you arrive at a client's home after clocking in?

Put on your mask

Wash your hands

2 of 5 answered

Strict Covid-19 Protocols

Ready. Trained. Equipped.

If we become aware that a client or Care Pro has tested positive for Covid-19, our technology lets us quickly see who they've been in contact with. Then our Care team works with any other Care Pros, clients, or family members to assess their risk of exposure.

- ✓ Highlights when a client has tested positive
- ✓ Highlights when a Care Pro has tested positive
- ✓ We develop a plan for any clients or Care Pros who may have been exposed

Recipient

Geraldine Young
San Francisco, CA 94110

COVID

This Recipient has tested positive for COVID-19.
[See who may be affected](#)

Account 1 member
[More...](#)

Care Pro



Meghan Thompson
meg.thompson@example.com
(555) 555-xxxx

On hold

COVID

This Care Pro has tested positive for COVID-19.
[See who may be affected](#)

Employee ID	xxxxxxxxxx
Last visit	2d ago
Approved	11mo ago

COVID-19 diagnosis - requires clearance

Actions ▼

The safety of our clients, their families, and our Care Pros has always been our top priority. Now our enhanced technology supports our Care team in new ways, helping them to deliver quality care. To schedule a consultation or learn more, call (415) 463-1400.