

Policies Regarding Care Management Services

As we are now in Phase 3 of the Monroe County re-opening guide lines, we have given careful thought to how we may begin visiting clients in a safe manner. Your elder's health is of the utmost importance to us.

Your elder's care manager will continue to provide virtual care management services. However, beginning on June 19, 2020 we will offer an option of "in-person" visits. For families who would like us to implement "in-person" visits and accompanying a client to a medical appointment, a Covid Letter of Understanding must be signed prior to any outside or inside visit.

- Care manager and client will wear face masks during the entirety of all visits.
- Prior to visits with clients, care managers will use an alcohol-based hand sanitizer containing 60% or more alcohol.
- All "in-person" visits will be conducted with the client and care manager ensuring a minimum of 6 feet separation.
- When feasible, care manager will hold the visit outdoors in open, well-ventilated spaces.
- At medical appointments the care manager will maintain best possible distance, but will not be able to maintain 6 feet distance.
- Prior to each client visit, care manager will complete a mandatory written self-screening health assessment
- If a care manager feels ill and/or has tested positive for COVID-19, she will not under any circumstances meet with the client.
- If a care manager tests positive for Covid-19, Aging Well Rochester will immediately notify and work in cooperation with state and local health departments.

If you have any questions or concerns regarding these policies, please contact your care manager or myself, Marsha Raines at 585-271-0400.