



Dear AAK Providers,

All About Kids is committed to maintaining the health and safety of our providers, staff and the communities we serve. Therefore, due to recent events related to the COVID-19 (coronavirus), AAK is now updating our company-wide policies and protocols with guidance from The Department of Health, New York State Education Department, as well as local, state and federal health authorities. These policies and protocols will continue to be updated and modified as new information is provided.

Please review and adhere to the following policies and procedures related to servicing children and families in homes, community-based preschools/schools and childcares centers:

- 1) First contact the preschool/school/childcare center administration prior to your scheduled session to determine if they are open and the child is present. Also inquire about their protocol for notifying families or providers regarding confirmed cases of contagious illnesses (such as the flu and coronavirus) within their setting.
- 2) Contact ALL families prior to your scheduled sessions to ask the following:
  - Is your child or any member of your household demonstrating any symptoms such as fever, coughing, trouble breathing, vomiting, and/or has a confirmed contagious illness (such as the flu and coronavirus)?
  - Has your child or anyone in your household been in direct contact with a confirmed or suspected contagious illness (such as the flu and coronavirus)?
  - Ask if anyone in the household has traveled outside the US or locations
- 3) If the answers are *yes* to any the questions above, reschedule the visit for when the household member has been symptom free for at least 24-hours or after the 14 day period has expired. Also, encourage any ill family member to call their health care provider to let them know about their symptoms and recent travel.
- 4) If the answers are *no* to any the questions above, contagious illness exposure risk is low, and the visit can be conducted. Use your discretion when deciding to enter a home/preschool facility.
- 5) Always offer FULL DISCLOSURE to families, preschools, and childcares centers if you experience any direct exposure to illness or children in schools/communities that have confirmed cases of contagious illnesses (such as the flu and coronavirus).
- 6) If **you** have a confirmed contagious illness, as always, take all precautions and stay home for the recommended amount of time. Use alternative methods (email, scan, fax) to send any billing or correspondence to AAK. Please follow ALL recommended healthcare provider and CDC guidelines before returning to work.
- 7) For any sessions that are missed, you **MUST** document so in your daily session notes. You can write the following: "Session cancelled due to precautionary measures taken to prevent the spread of illness." and provide any additional pertinent information and use the appropriate session code "CA" if the parent is the one who cancels; "TA" if you are the one that cancels. AAK is following all county and state information released regarding makeup policies and further instruction. Contact your program manager with any specific questions.



- 8) Do NOT bring therapeutic/educational materials or toys into homes and schools. It is recommended you use ONLY what is present in the setting of service. Be sure to appropriately disinfect any materials that have been used in recent sessions.
- 9) If you should come into direct contact with someone who is confirmed or suspected of a contagious illness, please contact our HR department as soon as possible at [hr@aakcares.com](mailto:hr@aakcares.com)
- 10) ALWAYS practice regular Universal Precautions. Wash your hands immediately for at least 20 seconds upon ENTERING and LEAVING every location of service. Cough or sneeze into your elbow and avoid touching your face.

As always, we thank you for your continued dedication to providing quality services on behalf of AAK.