



HAWAI'I ISLAND ADULT CARE, INC.

Caring Services Since 1976

Our mission: To provide high-quality care for elders and challenged adults and support for their families in order to ensure continued living at home-aging in place.

June 9, 2020

Aloha Participants, Families and Caregivers,

As we continue to navigate through the uncharted waters of the COVID-19 crisis, I want to take a moment to commend and thank each and every one of you for weathering through the challenges that have been brought forth by this pandemic. It is clear that social distancing measures and other health guidelines have all contributed to the steady decline in positive COVID-19 cases in the state. During this time of closure, we have been in contact with all of you and we truly heard your concerns, challenges but most of all, your understanding.

I am thrilled to share that HIAC will re-open for business on Wednesday July 1st! This cover letter will share our re-opening guidelines/processes. As you know, business as usual is a thing of the past for now. Let's continue to work together to maintain the safety and health of all.

- ✓ **Re-opening Safe Practices & Guidelines.** HIAC's actions/descriptions as noted are based on CDC, Dept. of Health, OSHA, NIOSH and John Hopkins University & Medicine guidelines and recommendations. (Separate document)
- ✓ **NEW Attendance Policies:** We are implementing a more stringent policy with regard to attendance in order to manage the 6' distancing mandate and schedule staff
 - We ask that you abide by your scheduled days of attendance once we re-open.
 - Any changes to your regular scheduled days must be done at least 24 hours in advance.
 - If your loved one will absent due to illness, we ask that you advise us, if possible, 24 hours in advance or as soon as possible.
 - If your loved one is scheduled for a certain day, and if he/she is a no show without any contact from the caregiver, you will be charged for that day.
 - **Out Sick:** as a reminder, if your loved one remains at home due to illness or injury, or if they are sent home from HIAC due to illness/injury, it is mandatory to secure a physician's note to return to HIAC.
- ✓ **Transportation:**
 - HIAC provided transportation will continue – with one major change:
 - Our vans will now transport four (4) passengers on each run. Thus, pick-up/drop off times will be adjusted. Donny our Transportation Coordinator will be contacting those of you who use HIAC trans to advise of new times.
 - HIAC vans will be wiped down and disinfected after each run.
 - Private/family transportation – continue as usual.
 - Shared Rides/Taxi/Uber – Effective July 1st and until further notice, HIAC will **NOT** accept this method of transportation for participants to HIAC.
 - Please make other arrangements (private family transportation) at this time.

Hilo Adult Day Center ♥ Caregiver Connection ♥

561 Kupuna Place ♥ Hilo, Hawai'i 96720 ♥ Phone: 808-961-3747 ♥ Fax: 808-961-3740 ♥ www.HawaiiIslandAdultCare.org

✓ **Tuition Assistance Application:**

- Those of you who are currently receiving tuition assistance, it is time to re-submit your application as we enter into the new fiscal year.
 - Please submit your application with supporting documentation to our Business Office no later than June 30, 2020.
- We encourage others who are in financial need at this time, to also submit the Tuition Assistance application no later than June 30, 2020. We will work with you to address this.

✓ **Participant/Caregiver/Family Resources:**

- Telehealth resources – we recommend during this time and in the future as well, that you take advantage of the telehealth options included in this packet. Telehealth saves time by avoiding an office visit while still getting the care you need.
 - HMSA: offering to waive all co-payments for ALL HMSA members until the end of June if using their telehealth method. A great resource for participants AND caregivers/families.
 - Bay Clinic: offering to take ANY patients via telehealth. You do NOT have to be a patient of Bay Clinic to receive this service.
 - Other health care plans – check their web-site.
- Community Resources for Families and Caregivers booklet.
- **Online Site for Exercise/Movement: 808b-fit.com**. This site was created by the Hawaii County COVID-19 Task Force that I am part of. Bring this app up on your phone, iPad, computer and have your loved one follow along to get in some exercise and movement in their day. *You will notice our very own Melva Purdy demonstrating HIAC's regular morning routine!*

Finally, it is with excitement and a happy heart to inform you that *all* of HIAC's staff will be ready to greet you and your loved one on July 1st and beyond. They are so anxious to see the participants and families. In preparation for our new safe practices and guidelines, all staff will attend a mandatory meeting/training prior to July 1st. Staff will be trained on the proper methods for physical distancing, hand hygiene, face covering, surface cleaning etc.

Should you have any questions or concerns, please feel free to contact me at (808) 961-3747 ext. 107 or you may email me at: msaquin@hawaiiislandadulthoodcare.org

See you on July 1st !!!

Mahalo palena 'ole
With deepest gratitude,



Marcie Saquin
Executive Director

P.S. We will NOT be open on Saturday, July 4th as HIAC celebrates the holiday.

