

HOSPICE & Palliative Care

CHARLOTTE REGION

COVID-19 WHAT YOU SHOULD KNOW

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TO THOSE WE SERVE

Hospice & Palliative Care Charlotte Region (HPCCR) regularly cares for patients with infectious diseases and have strong infection control protocols from the Center for Disease Control (CDC) in place for COVID-19 (Coronavirus). We are dedicated to providing the best care possible for you and your caretakers, while at the same time, protecting the health of our employees, volunteers, and care partners.

We are in constant communication with the CDC, the state health department, and the local health department about best practices and optimal management. You may have additional questions about your health, symptoms, or you may see our employees wearing masks and eye protection based on current CDC recommendations.

Here are actions the CDC and our local health department are asking we practice every day to ensure we all stay as healthy as possible and prevent the disease from spreading:

- The main symptoms of COVID-19 are fever, difficulty breathing, cough, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, and diarrhea. Alert your HPCCR care team if you experience these symptoms so we may assist you and your family.
- Wash your hands often with soap and water for at least 20 seconds, especially after using the bathroom, before eating, and after blowing your nose, coughing, or sneezing. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.
- Follow the CDC's recommendations for using a facemask: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/about-face-coverings.html>
- Maintain 6 feet of distance from others not in your household.
- Get your COVID-19 vaccine when your spot becomes available.
- Avoid close contact with people who are sick or those exposed to the virus.
 - Follow CDC guidelines for **quarantine** if you have been exposed: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/quarantine.html>
 - Follow CDC guidelines for **testing** if you are exposed: <https://www.cdc.gov/coronavirus/2019-ncov/testing/diagnostic-testing.html>
- Avoid touching your eyes, nose, and mouth.

- Stay home when you are sick. Follow CDC guidelines for **isolation** if you are diagnosed with COVID-19: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/isolation.html>
- Cover your mouth with a tissue when coughing or sneezing, then throw the tissue in the trash.
- Clean and disinfect all frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Stay informed: The CDC information website is: <https://www.cdc.gov/>

If you are visiting one of our offices or hospice houses, please know you will be asked screening questions and may be asked to participate in temperature screenings and other infection control practices based on current CDC guidelines. Additionally, **if you have HPCCR staff visiting your home for care**, you may also be asked additional questions about your health. This is done to reinforce our commitment to helping keep our community as healthy as possible and slow down the spread of the virus.

Our main number is 704.375.0100, please feel free call or ask any member of your HPCCR care team any questions you may have about COVID-19 at any time.