

01 Restrictions & Policies for Care

PROVIDERS WILL BE UNABLE TO PROVIDE CARE AND MEMBERS WILL NOT BE SERVICED IF:

- Individual or member of their household has tested positive for COVID-19 within the last 14 days.
- Individual or a member of their household was in close contact with a confirmed case within the past 14 days.
- Individual or a member of their household has been directed by health authorities, school, or employer to self-quarantine.
- Individual or a member of their household is exhibiting cold or flu-like symptoms such as fever, cough, or shortness of breath.
 - **The CDC defines a fever as 100.4°F/38°C or higher*



“TRANSPARENCY FROM BOTH PARTIES, IN REGARDS TO ILLNESSES, IS CRITICAL TO CONTAINING THE SPREAD OF THE VIRUS. FOR THIS REASON, WE ARE ASKING BOTH PROVIDERS AND MEMBERS TO FULLY DISCLOSE ANY ILLNESSES OR SYMPTOMS TO THE STL SITTER OFFICE, UPON CONFIRMATION OF/BEFORE A CONFIRMED APPOINTMENT(S).”



WE HIGHLY ENCOURAGE ALL PROVIDERS TO ARRIVE AT APPOINTMENTS WITH AND/OR WEARING A PROTECTIVE FACE MASK. IT IS UP TO THE MEMBER'S DISCRETION, OF WHETHER OR NOT A FACE MASK IS PREFERRED TO BE WORN, FOR THE DURATION OF THE APPOINTMENT.

PLEASE CONTACT OUR OFFICE, IN ADVANCE, IF EXTRA PREVENTATIVE MEASURES ARE NEEDED FOR YOUR PROVIDER TO BE IN THE HOME.

02 Additional Notes for Our Members

POLICY NOTES:

Our policies regarding communication, payment, scheduling, and cancelling remain unchanged. Our management team will work to be flexible and fair regarding fees and payments due to sickness.

SCHOOL CLOSURES & CHANGES:

With schools shifting to virtual learning, there is an increase in demand for in-home care for the coming months. Our sitters are excited, and ready to get to work! Please submit appointment requests as soon as possible, in your member portal, to ensure best provider availability and quick turnaround times.

03 Additional Notes for Our Providers

ACCEPTING & DECLINING REQUESTS

Providers will continue to have unlimited declines - but are now limited to 1 cover request per month. We ask sitters to remain cognizant of the use of both of these features; we will continue to address unique + extenuating circumstances, on a case by case basis.

CANCELLATION UPON ARRIVAL

If you arrive at a home and you are uncomfortable staying due to one of the family members being sick, despite best efforts at transparency, please notify the family and STL Sitter office immediately.