

STS-Client Illness Protocols

Please review the policies and protocols Senior Transitioning Services has to protect our team, our clients and the communities they live in. Our team members and clients are all very dear to us, and we want to keep them all safe and healthy! These policies apply to ALL illnesses, not just to COVID-19.

- Ahead of your move, please be cautious when mixing with large groups of people or traveling. We ask you to be especially cautious in the two weeks ahead of your pack and move days.
- If you feel under the weather and will be meeting with one of our team members or have your pack and move days coming up, please take a COVID test.
- If you have been exposed to someone with COVID, we ask you to closely monitor how you are feeling and, if the exposure was prolonged, inform any team members you will be meeting with and wear a mask. We reserve for our team members the right to cancel or postpone appointments in this situation.
- If you test negative but have cold or flu-like symptoms, or suspect you have the flu, we ask you to inform the team member you will be meeting with and come to an agreement about rescheduling your appointment. We reserve for our team members the right to cancel or postpone appointments in this situation.
- If you test positive and have an appointment coming up, we ask you to inform the team member you will be meeting with and/or call Cindy Miller in the office at 515-735-3344 during business hours. We will work together to assess the situation to reschedule appointments according to CDC guidance.
- If you test positive and your pack and move days are coming up within 1 week, we ask you to call Cindy Miller in the office at 515-735-3344 during business hours or Tisa Johnson at 515-272-5092 outside of business hours.
- If you have tested positive and your pack/move cannot be rescheduled (which is often the case), we will ask you to do the following:
 - Find alternate lodging the night BEFORE pack day and the night between pack and move day.
 - Leave the pack site early as possible the day before.
 - Work with us to give us access to the pack site.
 - Stay away from the pack site and set-up sites on pack and move days.
 - We will work with you to troubleshoot the things that the above impacts (like furniture placement, etc.)
 - The above applies to both the client who tested positive and their spouses, family, etc. that have been in close contact, even if they are testing negative for COVID.
- In the unlikely event that a client is unwilling to cooperate with the protocols above, STS reserves the right to cancel services immediately. Please refer to your contract for our cancellation policy.

We very much appreciate your understanding in this matter! Again, our team and all our clients are so important to STS, and their health and safety is our top priority.