

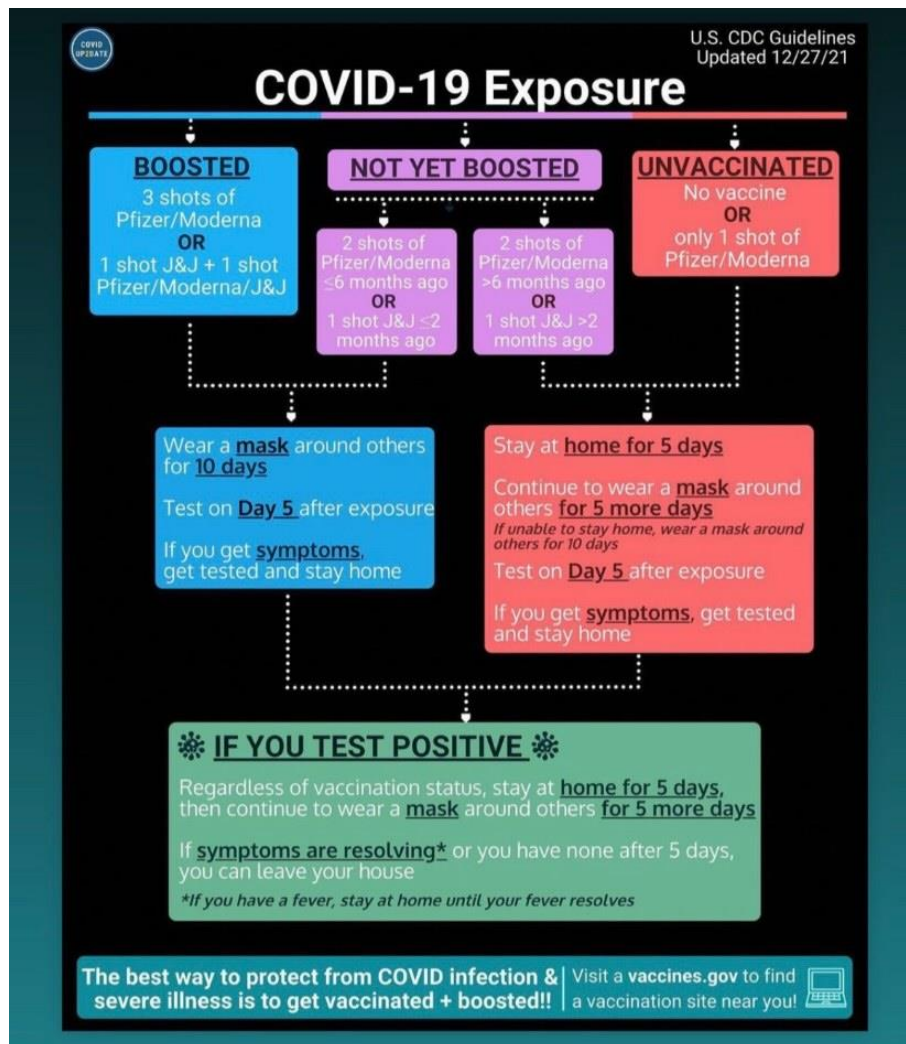


COVID-19 FAQs for Clients

Updated January 2022



If and when the latest company communication to employees and clients differs from most current guidance from the CDC and your state public health department, please defer to the CDC guidance (<https://www.cdc.gov/>) and your state public health department as our policy for managing CV19 risk events (e.g., positive CV19 test, positive exposure).





<p>1. DO SERVICE PROVIDERS NEED TO WEAR A FACE MASK?</p> <p>All employees are required to wear face masks when delivering in-person services regardless of vaccination status.</p>	<p>CDC Guidance: https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/about-face-coverings.html</p>
<p>2. WHAT DO I NEED TO DO IF I PLAN TO TRAVEL?</p> <p>Be aware that travel increases your chances of getting and spreading COVID-19. Please check your state or local guidance prior to traveling for updated information on risks, restrictions, or requirements. If you are aware of any travel requirements that will impact your fitness for service or ability to return in-person services (e.g. the need to test or quarantine upon return from a certain location), please notify your Clinical Manager. If local/state guidance defers to CDC guidance on travel requirements, then please follow CDC guidance.</p>	<p>CDC Guidance: https://www.cdc.gov/coronavirus/2019-ncov/travelers/travel-during-covid19.html</p> <p>CA.GOV Guidance: https://covid19.ca.gov/search/?q=travel</p> <p>MASS.GOV Guidance: https://search.mass.gov/?q=travel</p> <p>TEXAS.GOV Guidance: https://www.texas.gov/covid19/</p>
<p>3. DOES MY CHILD OR MEMBERS OF MY HOUSEHOLD HAVE TO WEAR A FACE MASK?</p> <p>For in-home or office-based services, we highly recommend that clients wear a mask whenever possible, yet recognize that there may be clinical or developmental reasons why a client may not consistently be able to do so.</p> <p>All adults and other children (age 2 and over) in the client household are required to wear face masks when distancing 6 feet is not possible.</p> <p>If you have questions or concerns with this requirement, please notify your Clinical Manager.</p>	<p>CDC Guidance: https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/about-face-coverings.html</p>



4. SOMEONE IN MY HOUSEHOLD WAS EXPOSED TO OR HAS COVID-19, WHAT SHOULD I DO?

Clients are not considered fit for service if anyone in the client’s household has COVID-19, or was exposed to someone with COVID-19, and have not recently been vaccinated or boosted. The client cannot receive in-person services for the duration of the current CDC quarantine guidelines.

We can consider offering telehealth services as an alternative whenever feasible.

We request that clients update their fitness for service attestation (linked to the right) when not fit for service.

CDC Guidance:

<https://www.cdc.gov/coronavirus/2019-nCoV/daily-life-coping/contact-tracing.html>

Client Fitness for Service Attestation:

https://starofca.formstack.com/forms/covid19_fitness_for_service_attestation_client

5. WHAT IF SOMEONE IN MY HOUSEHOLD PRESENTS WITH SYMPTOMS OF COVID-19, BUT A POSITIVE TEST HAS NOT CONFIRMED IF IT’S COVID-19?

If someone in your household is symptomatic, you are not considered fit for service.

Household members may opt to seek testing to determine if their symptoms are indeed due to COVID-19. If a negative test is obtained, then the client would be fit for service again once symptoms are improved; and this situation would be treated similar to a common cold/flu.

Client Fitness for Service Attestation:

https://starofca.formstack.com/forms/covid19_fitness_for_service_attestation_client