

10/28/2020



Dear Client,

Note: This email can be translated into any language by clicking [here](#).

Out of precaution for all involved in our service delivery, we continue to monitor and follow guidance of both the CDC and our local state Department of Public Health in relation to safety practices to mitigate the risks of COVID-19.

Effective November 1, 2020, and in adherence to public safety guidelines, we are updating our requirements for wearing face masks during in-person delivery of services in the home, community, or office setting across all entities (e.g. NEABA, STAR of CA, ERA ED, and ERA Psychological Services).

Specifically, when receiving in-person services, all members of the client household (age 2 and up) will be required to wear face masks when distancing 6 feet is not possible. We highly recommend that clients also wear face masks when distancing is not possible, however, we recognize that possible clinical or developmental reasons may affect a client's ability to consistently adhere to this requirement. In such situations, it is further recommended that mask-wearing be considered as a goal for intervention when appropriate, and this can be discussed with your service provider.

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/about-face-coverings.html>

If you have any questions or concerns regarding this new requirement, please contact your Regional Clinical Manager or Clinical Supervisor.

We remain committed to the health and safety of our clients, families, and service providers. We thank you for your support in adhering to public health guidelines in the interest of safety for both our families and providers.

Together,

Clinical Quality Team