



COVID-19 FAQs for Clients

Updated January 2021



Centers for Disease Control and Prevention
CDC 24/7: Saving Lives, Protecting People™

QUESTIONS:	Linked Resources:
<p>1. WHAT ARE THE SYMPTOMS OF COVID-19?</p> <p>People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Please click on the link to the right for more information.</p> <p><i>Symptoms may appear 2-14 days after exposure to the virus.</i></p>	<p>CDC Guidance: https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html</p>
<p>2. SOMEONE IN MY HOUSEHOLD OR MY SERVICE PROVIDER HAD CLOSE CONTACT WITH SOMEONE WITH COVID-19, WHAT SHOULD WE DO?</p> <p>It is important to remember that anyone who has had close contact (defined as within 6ft for at least 15 minutes) with someone infected with COVID-19 should stay home and quarantine after that exposure.</p> <p>Per the CDC, the optimal quarantine period after a confirmed exposure continues to be 14 days based on the time it may take for symptoms of illness to first appear. Effective December 4, 2020, new options to reduce the burden of a lengthy quarantine period against allowing a slight (1-5%) increased risk of spreading the virus were provided.</p>	<p>CDC Guidance: https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/quarantine.html</p>

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Reduced quarantine period options require that the individual is symptom-free, and includes:

- #1 - Stopping the quarantine period after day 10 without testing (~1% increased risk)
- #2 - Stopping the quarantine period after day 7 and upon receiving a negative test result. *The test must occur on day 5 from date of exposure or later to avoid testing too soon (~5% increased risk).
- Anyone who chooses a reduced quarantine period option should continue to monitor for symptoms until 14 days after exposure.
- If you develop symptoms, immediately self-isolate and contact your local public health authority or healthcare provider.

Employees or clients may choose to quarantine for the full 14 days, or follow one of the reduced options described above if symptom-free.

If a service provider or client opts to use a reduced quarantine period, all parties involved in service delivery should be notified and informed of the slight increased risks, and all must confirm they are comfortable with the reduced quarantine before resuming in-person services.

If a client is not fit for service due to a recent exposure within the past 2 weeks, then an update to the client fitness for service attestation is requested.

Client Fitness for Service Attestation Links:

English:

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

Spanish:

https://starofca.formstack.com/forms/covid19_fitness_for_service_attestation_client_spanish

3. WHAT IF AN INDIVIDUAL HAD CLOSE CONTACT WITH SOMEONE WHO WAS IN CLOSE CONTACT WITH ANOTHER

CDC Guidance:

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PERSON WITH COVID-19 (aka, secondary exposure). DOES THAT PERSON NEED TO QUARANTINE?

<https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/quarantine.html>

Our employees and clients are still fit for service as long as they did not come into close contact with someone with a confirmed diagnosis of COVID-19 in the past 2 weeks. **If you and your service provider can still answer “NO” to the fitness for service questions about having active symptoms of illness and coming into close contact with someone with a confirmed case of COVID-19, it is still ok to have in-person services.**

For example, if your child came into close contact with their teacher who was exposed to an SLP that recently tested positive for COVID-19, your child would still be fit for services because your child did not have direct exposure to the SLP with COVID-19. The teacher would need to quarantine because that teacher came into close contact, but your child’s exposure would be considered secondary.

4. DO WE NEED TO WEAR A FACE MASK DURING SERVICES?

CDC Guidance:

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

Face masks will help protect our employees and our clients.

We highly recommend our 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.

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.

If there are questions or concerns with this requirement, please notify your Clinical Manager.

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<p>All employees are required to wear face masks when delivering in-person services.</p>	
<p>5. WHAT DO I NEED TO DO IF I PLAN TO TRAVEL OR IF MY SERVICE PROVIDER PLANS TO TRAVEL?</p> <p>Be aware that travel increases one's chances of getting and spreading COVID-19. Please check 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 please notify your service providers. Service providers are also required to notify their clients if they plan to travel.</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://gov.texas.gov/travel-texas/page/covid19</p>
<p>6. WHEN DO I SELF-QUARANTINE vs SELF-ISOLATE?</p> <p>According to the CDC:</p> <p>Quarantine is used to keep someone who might have been exposed to COVID-19 away from others. You would be expected to quarantine when exposed to someone who is positive for COVID-19.</p> <p>Isolation is used to separate people infected with the virus (those who are sick with COVID-19 and those with no symptoms) from people who are not infected.</p>	<p>CDC Guidance: https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/quarantine-isolation.html</p>
<p>7. I NOTICED THAT RECOMMENDED QUARANTINE PERIODS ARE DIFFERENT. HOW DO I KNOW HOW LONG SOMEONE NEEDS TO QUARANTINE FOR?</p>	<p>CDC Guidance: https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/end-home-isolation.html</p>

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The difference is based on whether someone was just exposed to someone with COVID-19, versus someone who is actually ill or tested positive with COVID-19.

Confirmed Exposure:

For optimal safety, it is recommended that individuals who have been exposed to someone with COVID-19 quarantine for 14 days because that's how long it could take for symptoms to first appear. Effective December 4, 2020, options to reduce the quarantine period after a confirmed exposure are now available (see question #2 or CDC guidance).

Reduced quarantine period options require that the individual is symptom-free, and includes:

- #1 - Stopping the quarantine period after day 10 without testing (~1% increased risk)
- #2 - Stopping the quarantine period after day 7 and upon receiving a negative test result. *The test must occur on day 5 from date of exposure or later to avoid testing too soon (~5% increased risk).
- Anyone who chooses a reduced quarantine period option should continue to monitor for symptoms until 14 days after exposure.
- If you develop symptoms, immediately self-isolate and contact your local public health authority or healthcare provider.

Tested Positive or Has Symptoms consistent with COVID-19:

Per the CDC, individuals who have tested positive for COVID-19, or have symptoms that indicate they might have COVID-19, should quarantine for 10 days and wait until the following criteria have been met before they are fit for service again:

- The individual is fever-free for at least 24 hours without the use of fever-reducing medications **and**

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<ul style="list-style-type: none"> Other COVID-19 symptoms have improved (for example, cough, shortness of breath). 	
<p>8. WHAT SHOULD I DO IF SOMEONE IN MY HOUSEHOLD OR MY SERVICE PROVIDER IS SICK WITH SYMPTOMS CONSISTENT WITH COVID-19?</p> <p>If someone in your household or your service provider has a fever, cough or other symptoms related to COVID-19, they are not considered fit for service and should update their fitness for service attestation.</p> <p>That individual must meet all of the following criteria before being considered fit for service again:</p> <ul style="list-style-type: none"> 10 days have passed since symptoms first appeared and Fever-free for at least 24 hours without the use of fever-reducing medications and Symptoms have improved (for example, cough, shortness of breath) <p>*Employees or clients who are experiencing COVID-19 related symptoms may voluntarily seek COVID-19 testing. If testing comes back negative and symptoms have improved, then the situation would be treated similar to a common cold/flu.</p>	<p>CDC Guidance: https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html</p> <p>CDC Guidance: https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html</p> <p>Client Fitness for Service Attestation Links:</p> <p>English: https://starofca.formstack.com/forms/covid19_fitness_for_service_attestation_client</p> <p>Spanish: https://starofca.formstack.com/forms/covid19_fitness_for_service_attestation_client_spanish</p>
<p>9. WHAT IF SOMEONE IN MY HOUSEHOLD OR MY SERVICE PROVIDER GETS SICK AND TESTS POSITIVE FOR COVID 19?</p> <p>The individual who tested positive would need to quarantine, and per the CDC, should isolate for 10 days.</p>	<p>CDC Guidance: https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/index.html</p>

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That individual must meet all the following criteria before being considered fit for service again:

- 10 days have passed since symptoms first appeared **and**
- You are fever-free for at least 24 hours without the use of fever-reducing medications **and**
- Other COVID-19 symptoms have improved (for example, cough, shortness of breath)

In order to mitigate spread, exposed employees and clients should immediately be notified that they have or may have come into contact with someone with COVID-19 (without naming the person). Out of an abundance of caution, we would need to pause in-person services with exposed clients, and instruct exposed employees to quarantine per one of the quarantine options described in question #2.

10. WHEN CAN SOMEONE BE AROUND OTHERS AFTER HAVING, OR LIKELY HAVING, COVID-19?

See related CDC link for the latest information:

You are not considered fit for service again until the following criteria have met:

- 10 days have passed since symptoms first appeared **and**
- You are fever-free for at least 24 hours without the use of fever-reducing medications **and**
- Other COVID-19 symptoms have improved (for example, cough, shortness of breath)

CDC Guidance:

<https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/end-home-isolation.html>

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<p>*Employees or clients who are experiencing COVID-19 related symptoms may voluntarily seek COVID-19 testing. If testing comes back negative and symptoms have improved, then the employee is eligible to return to work and this situation would be treated similar to a common cold/flu.</p>	
<p>11. WHAT IF SOMEONE TESTS POSITIVE FOR COVID-19 BUT HAD NO SYMPTOMS, WHAT DO WE DO?</p> <p>If that individual continues to have no symptoms, that individual can be with others after 10 days have passed from the date the test was taken.</p> <p>The same follow up procedures for risk mitigation would need to be followed to immediately alert other exposed clients or employees (see question #9).</p>	<p>CDC Guidance: https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/end-home-isolation.html</p>
<p>12. WHAT STEPS DOES MY SERVICE PROVIDER NEED TO TAKE IN ORDER TO RETURN TO WORK AFTER A QUARANTINE? DOES MY SERVICE PROVIDER NEED TO TEST NEGATIVE BEFORE COMING BACK?</p> <p>Once your provider's designated quarantine is complete and are fit for service again, they would re-complete their fitness for service attestation.</p> <p>Please be advised that staff do not need to test negative prior to returning unless they are opting for the reduced quarantine period after a confirmed exposure that requires a negative test after day 5 and allows them to complete the quarantine period upon day 7 (see question #2 for details).</p> <p>After someone has tested positive, the CDC does not require testing negative prior to being around others after a quarantine</p>	<p>CDC Guidance: https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/end-home-isolation.html</p>

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<p>period has been completed because that individual can continue to get positive test results for an extended period of time, even though that individual is not considered contagious any longer.</p>	
<p>13. IF SOMEONE IN MY HOUSEHOLD OR MY SERVICE PROVIDER HAS BEEN EXPOSED TO SOMEONE WITH COVID-19 AND THEN GOT TESTED, CAN WE RESUME SERVICES IF TEST RESULTS ARE NEGATIVE?</p> <p>Per the CDC, after being exposed to someone with COVID-19, a reduced quarantine period option includes testing negative in order to stop quarantining after Day 7. This requires that the test be taken on Day 5 or later from the date of exposure and that the employee remains symptom-free (see question #2 or CDC guidance for details).</p> <p>Otherwise, employees or clients are not required to test negative prior to returning to services once the full 10 or 14-day quarantine period has been completed.</p>	<p>CDC Guidance: https://www.cdc.gov/coronavirus/2019-ncov/hcp/testing-overview.html</p> <p>https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/testing.html</p> <p>CDC Guidance: https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/end-home-isolation.html</p>
<p>14. WHAT IF SOMEONE HAS ALREADY TESTED POSITIVE FOR COVID-19 WITHIN THE PAST 3 MONTHS, RECOVERED, AND GETS EXPOSED TO SOMEONE WITH COVID-19 AGAIN? DOES THAT INDIVIDUAL NEED TO QUARANTINE AGAIN?</p> <p>Per the CDC, if someone has recovered from COVID-19 within the past 3 months and then gets exposed again, that individual does not need to quarantine or get tested again for up to 3 months as long as the individual does not develop symptoms again. If symptoms develop again within 3 months of someone's first bout of COVID-19, that individual may need to be tested again if there is no other cause identified for those symptoms. Consultation with a healthcare provider would be recommended in this situation.</p>	<p>CDC Guidance: https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/quarantine.html</p>

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15. WILL MY SERVICE PROVIDER HAVE ACCESS TO THE VACCINE?

Our service providers are considered home-based healthcare workers, and therefore, will have access to the vaccine in Phase 1 of the vaccine roll-out. We are carefully monitoring this daily across our service communities and are encouraging our service providers to access the vaccine as soon as it becomes available in our local areas. Our service providers are encouraged to check their local county public health sites regularly for vaccine registration and vaccine information.

CDC Guidance:

<https://www.cdc.gov/coronavirus/2019-ncov/vaccines/recommendations.html>

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