

Dear STAR of CA Client,

We want to update you on the status of our services as we monitor, plan for, and mitigate the risks of Coronavirus (COVID-19) as we continue with our service delivery as an essential service provider.

Our ability to deliver services remains dependent on both our staff and you (1) remaining comfortable participating in services, (2) understanding the potential risks, and (3) maintaining fitness for service. It is important that you understand continuing to receive our services does increase the risk of those in your household of exposure to COVID-19. Therefore, you must weigh the benefits of continuing versus the detriment of pausing services against the increased risk for exposure and potentially contracting COVID-19. You can speak with your program Supervisor and Clinical Manager to help make an informed decision about this, and we will respect and fully support your decision.

Regional Centers, Health Insurance Plans, and School Districts continue to be flexible regarding the use of telehealth as an alternative to face to face service delivery to help with the continuity of care and reduce the risk of spreading COVID-19. We will continue to evaluate how we can use telehealth with our clients where appropriate and feasible. You can discuss options for the use of telehealth as part of your child's program with your program Supervisor and/or Clinical Manager.

STAR of CA will continue to follow guidance of both the CDC (<https://www.cdc.gov/>) and the CA Department of Public Health (<https://www.cdph.ca.gov/>) for determining whether our staff, your child, and those living in your household remain fit for service. **If any of the three criteria below apply to your child or members of your household then we would not consider your family to be fit for service.** Our staff will also be following this same guidance to ensure they are fit for providing services.

1. Have a cough, shortness of breath or difficulty breathing, fever (100.3 degrees or higher), chills, muscle pain, sore throat, or new loss of taste or smell?
2. Have come in close contact with a person (live with or have been within 6 ft of for over 15 minutes) diagnosed with COVID-19 in the past 14 days.
3. Have been diagnosed with COVID-19 or told by a healthcare provider that you may have COVID-19.

If any of the above criteria do apply to your child or members of your household, we ask that you complete the following steps:

- Per CDC guidance, consult with a medical professional if you have COVID-19 symptoms.
- Cancel sessions by completing our secure online form for clients:
https://starofca.formstack.com/forms/client_cancellation
- Update your client fitness for service attestation
https://starofca.formstack.com/forms/covid19_fitness_for_service_attestation_client
- Notify your Program Supervisor or Clinical Manager.

Maintaining open lines of communication remain critical so we expect that you will continue to participate in 'fitness for service checks' prior to each session in which you are asked to:

- Provide STAR of CA Staff with regular accurate information about the status of being exposed to someone with COVID-19 symptoms (e.g., fever, cough, shortness of breath).
- Provide STAR of CA staff with daily accurate information about the status of all members of your household in regard to showing any signs of COVID-19 as outlined by the CDC (fever, cough, shortness of breath), or being positive for COVID-19.
- Take a daily temperature of everyone in the household and immediately notify STAR of CA staff if someone has a temperature of 100.4 or higher.

In addition, we ask that you agree to the following in line with CDC guidelines:

- All members of the household agree to wash hands frequently, to include after sneezing, coughing, blowing nose, touching face, or consuming food or drink.
- If services are being rendered in the home, the space in which the client and clinician will be using, must be thoroughly sanitized with disinfectants before and after each session, to include the restroom that the technician will be using. The CDC has published the following guidelines:
<https://www.cdc.gov/coronavirus/2019-ncov/prepare/cleaning-disinfection.html>
- All members of the household agree to use social distancing while interacting with staff in the home.
- Staff will only bring toys and materials into the home that have been sanitized.



You can continue to direct information about your status (e.g., comfort receiving services, fitness for services, availability, and cancellations) to your Program Supervisor.

We request that you complete the secure online attestation form linked here https://starofca.formstack.com/forms/covid19_fitness_for_service_attestation_client to confirm your child and family members in your household's comfort, willingness, and fitness to participate in services as of this client notice dated 8-28-20; and at any time in the future there is a change in your child and family member's status. *If you have completed one prior, please re-complete due to recent updates on this form.

To make us aware of cancellations you can use our secure online form:
https://starofca.formstack.com/forms/client_cancellation

For additional questions or concerns you may have, please reach out directly to our Risk Management Team at riskmanagement@starofca.com.

Our staff agree to follow these same expectations outlined above. You will be immediately notified should the status of our staff change, and potential exposure information will be shared with you, while maintaining required confidentiality regarding the individual's right to privacy. We will work to reduce the number of staff on each case where possible to help reduce the risk of spread. Please be advised that if our staff become compromised or are no longer comfortable providing services, this may require us to pause your services if another staff is not immediately available.

We remain committed to the health and safety of our clients, families, and staff as we navigate the challenges ahead and carry on in our service delivery.

Together,

Risk Management Team