

Dear STAR of CA,

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 you and our clients (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 participate in face to face service delivery does increase your risk of exposure to and potential for contracting COVID-19. Therefore, you must weigh the benefits and risks associated with delivering face to face services. 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.

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 you, your clients and those living in their household remain fit for service. We will be releasing updated written guidance (FAQ) for our employees soon on how to respond to common COVID-19 related situations or questions.

If any of the three criteria below apply to you, your clients or members of their household then we would not consider you or your client to be fit for service.

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 you, we ask that you complete the following steps:

1. Per CDC guidance, consult with a medical professional if you have COVID-19 symptoms.



2. Update your fitness for service attestation -

https://starofca.formstack.com/forms/covid19_fitness_for_service_attestation_employee

3. Complete the COVID Info Survey to notify Human Resources -

https://starofca.formstack.com/forms/covid19_informational_survey

Maintaining open lines of communication remains critical so we expect that you continue to conduct daily fitness for service checks, in which you are asked to:

- Provide STAR of CA with daily 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 with daily accurate information about the status of 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 and immediately notify STAR of CA if you have a temperature of 100.4 or higher.

You will begin to document daily ‘fitness for service checks’ prior to each session starting in mid-September. Your clients will also be asked to document their fitness for service prior to each session. More communication to come on the implementation of this daily fitness for service attestation soon.

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

- You will agree to wash hands frequently, to include after sneezing, coughing, blowing nose, touching face, or consuming food or drink.
- While delivering services in the home, the space in which you will be using must be thoroughly sanitized with disinfectants before and after each session. The CDC has published the following guidelines:
<https://www.cdc.gov/coronavirus/2019-ncov/prepare/cleaning-disinfection.html>
- You will agree to use social distancing while interacting with your client or other members of the client’s household while in the home whenever possible.
- You will only bring toys and materials into the home that have been sanitized.

Due to recent updates to the employee fitness for service attestation, we request that you complete the secure online attestation form linked here

https://starofca.formstack.com/forms/covid19_fitness_for_service_attestation_employee to confirm your comfort, willingness, and fitness to participate in services as of this employee notice dated 8-27-20, and at any time in the future there is a change in your status.



***If you have completed one prior, we are asking all employee to re-complete the attestation due to updates on the form.**

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

Employees can also reference <https://info.thesteppingstonesgroup.com/starofca-covid19-staffupdates> for the latest employee announcements and links.

Your clients are expected to agree to follow these same expectations outlined above. You will be immediately notified should the status of your client changes, 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 providers on each case where possible to help reduce the risk of spread.

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