



COVID-19 FAQs

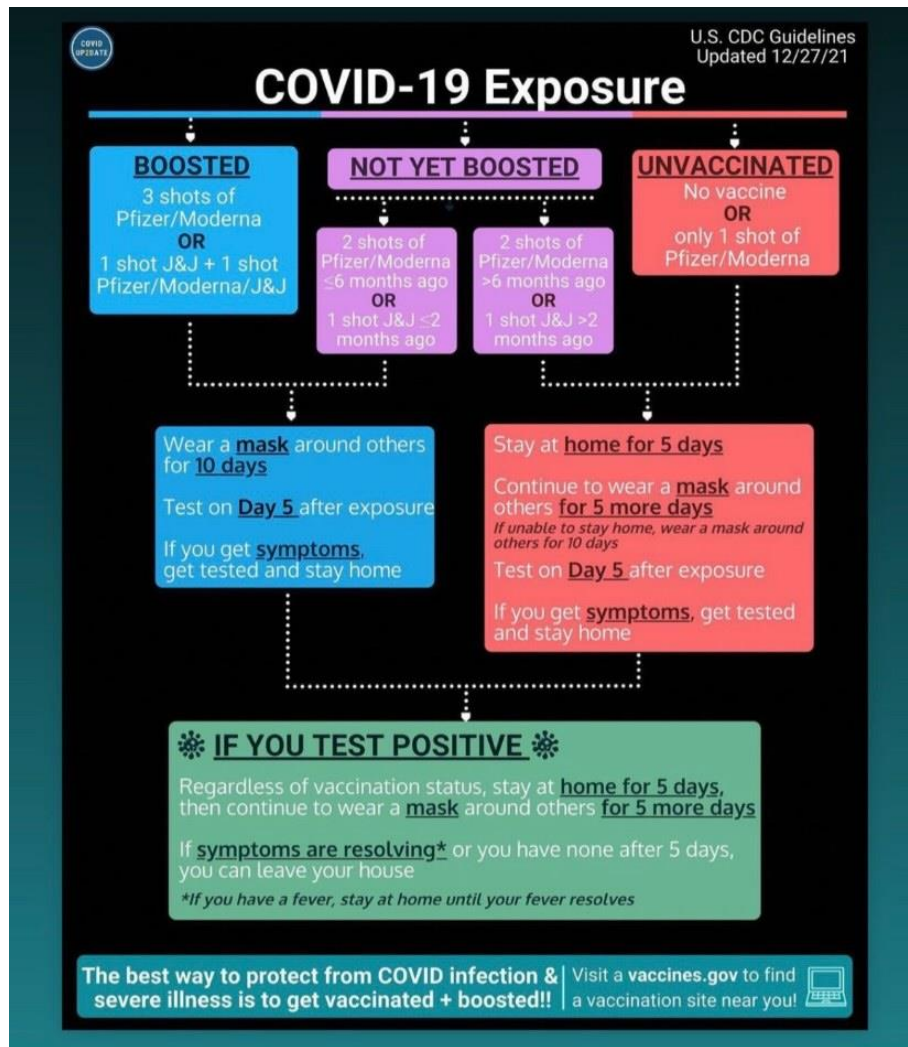
Updated January 2022



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

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

EMPLOYEE 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 on symptoms and current variants.</p>	<p>CDC Guidance: https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html https://www.cdc.gov/coronavirus/2019-ncov/variants/index.html</p>
<p>2. I HAD CLOSE CONTACT WITH SOMEONE WITH COVID-19, WHAT SHOULD I DO?</p> <p>After an exposure, you will need to update your Fitness for Service Attestation and notify your Clinical Manager. Being exposed to someone with COVID-19 does not involve an employee’s health information, and therefore, consent is not required to share this info with clients and other employees.</p>	<p>CDC Guidance: https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/quarantine.html</p> <p>Employee Fitness for Service Attestation for STAR of CA & NEABA: https://starofca.formstack.com/forms/covid19_fitness_for_service_attestation_employee</p>



**For CA employees, please reference the CA Public Health Guidance employee memo dated January 11, 2022 for additional information about CA-specific booster and testing requirements.*

3. I HAD CLOSE CONTACT WITH SOMEONE WHO WAS IN CLOSE CONTACT WITH ANOTHER PERSON WITH COVID-19. DO I NEED TO QUARANTINE?

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 5

CDC Guidance:

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

You can reference the Employee Fitness for Service Attestation questions here:

https://starofca.formstack.com/forms/covid19_fitness_f_or_service_attestation_employee



<p>days. If you can still answer “NO” to the fitness for service questions about having active symptoms of illness and coming into close contact with someone with COVID-19, you are still ok to deliver in-person services.</p>	
<p>4. DO I 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>Face masks will help protect you and your client. We will provide face masks if you need them, please follow your local office protocol for obtaining supplies such as face masks, sanitizing wipes, etc.</p> <p>If you have concerns with wearing a face mask, employees can speak with their Clinical Manager, or consult with Risk Management by emailing riskmanagement@starofca.com.</p>	<p>CDC Guidance: https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/about-face-coverings.html</p>
<p>5. 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 to work (e.g. the need to 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>



6. WHAT SHOULD I DO IF I AM SICK WITH SYMPTOMS CONSISTENT WITH COVID-19?

If you have a fever, cough or other symptoms related to COVID-19, **you are not considered fit for service and should update your fitness for service attestation.**

We recommend getting tested.

If you do not get tested, then follow quarantine guidelines similar to those who have tested positive:

If You Test Positive for COVID-19 (Isolate)

Everyone, regardless of vaccination status.

- Stay home for 5 days.
- If you have no symptoms or your symptoms are resolving after 5 days, you can leave your house.
- Continue to wear a mask around others for 5 additional days.

If you have a fever, continue to stay home until your fever resolves.

CDC Guidance:

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

CDC Guidance:

<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

Employee Fitness for Service Attestation:

https://starofca.formstack.com/forms/covid19_fitness_f_or_service_attestation_employee

7. WHAT IF I TEST POSITIVE FOR COVID 19?

You would need to update your fitness for service attestation and pause on delivering in-person services. Once you are aware that you have tested positive, please also complete the [COVID Notification survey link](#) to inform Human Resources (HR).

If You Test Positive for COVID-19 (Isolate)

Everyone, regardless of vaccination status.

- Stay home for 5 days.
- If you have no symptoms or your symptoms are resolving after 5 days, you can leave your house.
- Continue to wear a mask around others for 5 additional days.

If you have a fever, continue to stay home until your fever resolves.

CDC Guidance:

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



<p>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).</p> <p>Only if the infected employee gives consent to disclose their COVID-19 positive status can that information be directly shared with fellow employees and clients who are being made aware of this change in fitness for service. Otherwise, this information should be kept confidential by not naming the individual and can only be shared by those who need to know in order to perform their work-related duties (e.g., Human Resources).</p> <p>We recognize that other employees or clients may deduce an employee's COVID-19 status by contact history or case assignment, however, this approach allows for mitigation of spread while attempting to protect employee health information where possible.</p>	<p>Employee Fitness for Service Attestation: https://starofca.formstack.com/forms/covid19_fitness_f_or_service_attestation_employee</p> <p>COVID Notification Link for STAR of CA & NEABA: https://starofca.formstack.com/forms/covid19_notification</p>
<p>8. WHAT STEPS DO I NEED TO TAKE IN ORDER TO RETURN TO WORK AFTER A QUARANTINE?</p> <p>Once your designated quarantine is complete and you are fit for service again, please re-complete the (1) fitness for service attestation, and complete the (2) return to work attestation prior to delivering in-person services.</p>	<p>Employee Fitness for Service Attestation: https://starofca.formstack.com/forms/covid19_fitness_f_or_service_attestation_employee</p> <p>Employee Return to Work Attestation: https://starofca.formstack.com/forms/return_to_work_fitness_attestation_employee</p>



CLIENT-RELATED QUESTIONS:	Linked Resources:
<p>9. DOES MY CLIENT OR MEMBERS OF THEIR HOUSEHOLD HAVE TO WEAR A FACE MASK?</p> <p>For in-home or office-based services, we highly recommend your client wear a mask whenever possible, yet recognize that there may be clinical or developmental reasons why your 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 your client has questions or concerns with this requirement, please notify your Clinical Manager.</p>	<p>CDC Guidance:</p> <p>https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/about-face-coverings.html</p>
<p>10. IF I WAS JUST INFORMED THAT SOMEONE IN MY CLIENT'S HOUSEHOLD WAS EXPOSED TO OR HAS COVID-19, WHAT SHOULD I DO?</p> <p>Your client is 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. They cannot receive in-person services for the duration of the current CDC quarantine guidelines.</p> <p>We can consider offering telehealth services as an alternative whenever feasible. Your Clinical Manager will be responsible for notifying your client of this to plan accordingly.</p> <p>If your client or members of their household have been infected with COVID-19, we should always seek client consent to share their COVID-19 positive status with others before disclosing such information. This consent can be given by the</p>	<p>Client Fitness for Service Attestation:</p> <p>https://starofca.formstack.com/forms/covid19_fitness_for_service_attestation_client</p>



client via an email to a team member or consent to release information form.

As part of the Clinical Manager’s communication with the client, they will ask your client to update their fitness for service attestation (linked to the right).

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

If someone in your client’s household is symptomatic, your client is not considered fit for service.

Your client or members of their household may opt to seek testing to determine if their symptoms are indeed due to COVID-19. If a negative test is obtained, then your 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

12. IF I AM UNABLE TO DELIVER IN-PERSON SERVICES BECAUSE I AM NOT FIT FOR SERVICES, CAN I STILL DELIVER TELEHEALTH SERVICES?

If an employee must quarantine due to not being fit for services, but feels well enough to deliver telehealth services, that employee may work delivering telehealth in lieu of using sick time hours if they choose.



13. WHAT SHOULD I DO IF I HAVE QUESTIONS THAT ARE NOT ANSWERED BY THIS FAQ?

All employees are encouraged to respond to common COVID-19-related situations using the latest CDC and state public health guidance, and by consulting their Clinical Manager first.

If your questions were not answered from this FAQ and you are seeking additional guidance, consultation with Risk Management (riskmanagement@starofca.com) is available.