



Hello STAR OF CA,

We understand that many of you have questions as new CDC guidance has come out related to wearing cloth face coverings to help prevent the spread of COVID-19. **As of Monday April 13<sup>th</sup>, STAR of CA will be adopting this guidance as part of our service delivery to stay in alignment with CDC recommendations.** Here are some FAQs that we hope will provide clarity on where STAR of CA stands on this topic and what we expect of our clinical staff who are delivering services face to face with clients at this time.

### **Wearing Cloth Face Mask FAQs:**

**1) Q: Should I be wearing a cloth face mask to sessions?**

A: Yes, as of Monday April 13<sup>th</sup> we expect clinical staff to begin wearing a cloth face mask to help reduce the spread of COVID-19.

**2) Q: What type of face mask should I be wearing?**

A: The CDC recommends that cloth face masks be worn and provides guidance on how to make, use, and care for them at <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html> .

**3) Q: Will STAR OF CA be providing cloth face masks to its employees?**

A: Yes, STAR OF CA is actively working on procuring cloth face masks for all clinical staff providing face to face services with clients, and will make them available as soon as possible. Once STAR of CA receives the cloth face masks we will communicate to employees how they can obtain one (e.g., pick up the cloth face mask at your local office, coordinate deliver with your Supervisor in the field). In the meantime, follow the CDC recommendations for how to make a cloth face mask at the link above in question 2.

**4) Q: Should I notify my client in advance of my next session that I will be wearing a cloth face mask as part of STAR of CA's new policy?**

A: Yes, please follow the steps below to make your clients aware of this new policy:

- Prime your client family before your next session (e.g., call using your STAR of CA issued cell phone, email an encrypted message, or use TigerConnect to provide a secure text message) that you will start coming out to session with a cloth face mask so they are not surprised or concerned when you arrive to your next session with one on.



- When priming your client family you should clarify that you are planning to wear the cloth face mask as a precaution recommended by the CDC, and that you are still 'fit for service' (e.g., you do not have respiratory symptoms or fever, you do not have a diagnosis of COVID-19, you have not been exposed to others who have tested positive for COVID-19, you have not traveled to locations under travel advisory due to COVID-19).
- If your client family inquiries about the CDC's recommendation you can direct them to <https://www.cdc.gov> to learn more about it, as you should avoid trying to speak for the CDC and simply reinforce that we are using CDC recommendations and guidance to help reduce the risk of spreading COVID-19 as we continue to provide in-home intervention as essential service providers.

**5) Q: What should I do if my client is not comfortable with me wearing a cloth face mask or asks that I not wear one?**

A: Communicate this to your Supervisor so they can support you in conveying to the client that wearing cloth face masks is now a STAR of CA policy to help reduce the spread of COVID-19, and maintain the health and safety of our clients and employees. Therefore, we would expect clients to accept this policy if we are to provide services.

**6) Q: I work on goals with my client that require they see my face, such as modeling new words or working on facial expressions/emotions. What should I do?**

A: Talk to your program Supervisor and Clinical Manager about these potential barriers to problem solve how they can be addressed. For example, in the scenario described in the question would it be possible to target that goal through parent education segments so the client can orient to their parent's face instead of yours if it is covered by a cloth face mask. It might also be appropriate to defer goals that cannot be properly targeted if you are wearing a cloth face mask.

If you have questions that have not been answered about this topic, please direct your question to [riskmanagement@STARofca.com](mailto:riskmanagement@STARofca.com).

Thank you.

Risk Management Team