



Dear valued STAR of CA Client,

We know that you have received previous notices from us and media outlets related to COVID19 so we will attempt to be brief and concise with this update.

First, STAR of CA remains open and prepared to deliver services. We have received recent requests from both clients and staff who wish to not participate in sessions due to their growing concerns regarding COVID19 and we will of course honor those requests. However, we understand that with many schools closing around the state our clients will prefer to keep their sessions and possibly increase hours. STAR of CA will also be exploring the use of telehealth with our clients where appropriate to help make services more accessible. We will do what we can to maintain our continuity of care as much as possible in the coming weeks.

STAR of CA is currently following guidance of both the CDC (<https://www.cdc.gov/>) and the CA Department of Public Health (<https://www.cdph.ca.gov/>). We ask that if you or any other person living in your home falls within one or more of these four categories below that you cancel sessions. Our staff will also be following this same guidance to ensure they are fit for providing services.

1. Have a fever (100.3 degrees or higher) or new respiratory symptoms such as cough, shortness of breath, or sore throat
2. Have traveled to a COVID-19 affected area (outside of the US) under travel advisory in the past 14 days
3. 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
4. Have been diagnosed with COVID-19 or told by a healthcare provider that you may have COVID-19

Open lines of communication are paramount in times like this so please continue to direct information about your status (e.g., availability, cancellations) to your program Supervisor, or we now have a convenient and secure online form for clients to cancel sessions:

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.

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