

Dear STAR of CA Client,

We want to update you on the status of our services as we continue to monitor and plan for the Coronavirus (COVID-19) and the new 'Home Sheltering' Executive Order (N-33-20) implemented by Governor Newsom.

The Governor's statewide Home Sheltering Executive Order (N-33-20) implemented on March 19, 2020 is intended to reduce the spread of COVID-19 by aggressively limiting social contact with others. Be advised that STAR of CA is considered an essential service provider and so exempt from these restrictions and remains available to provide in-home face to face services to you. Our ability to do so is dependent on both our staff and you (1) remaining comfortable participating in services, and (2) 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.

You should also know that the Regional Centers, Health Insurance Plans, and School Districts are becoming more 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 should expect your program Supervisor or Clinical Manager to be discussing options for the use of telehealth as part of your child's program in the coming weeks.

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. As previously requested 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

Maintaining open lines of communication remain critical so we expect that you will:

- 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 regards to showing any signs of COVID-19 as outlined by the CDC (fever, cough, shortness of breath).
- 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 will refrain from public gatherings (anyone that still has to work should remain isolated from staff while rendering services in the home) and will refrain from having visitors to the home.
- 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 consent form linked here [https://starofca.formstack.com/forms/covid19\\_fitness\\_for\\_service\\_attestation\\_client](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 3-25-20.

To make us aware of cancellations you can use our secure online form:

[https://starofca.formstack.com/forms/client\\_cancellation](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](mailto: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