



Dear STAR of CA,

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 our clients. Our ability to do so is dependent on staff and clients (1) remaining comfortable and willing to participate in services, (2) maintaining fitness for service, and (3) complying with CDC and Public Health guidelines. It is important that you understand continuing to deliver services does increase your risk of exposure to COVID-19. Therefore, you must weigh the benefits of doing so 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. As we've shared before, if you are concerned about the loss of hours due to COVID-19 you should seek guidance from our Human Resources Department by contacting Benefits at (805) 658-7827 or complete the online form submission at [https://starofca.formstack.com/forms/covid19\\_informational\\_survey](https://starofca.formstack.com/forms/covid19_informational_survey).

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. We are also developing resources to help build our fluency on the use of telehealth. You should expect your program Supervisor or Clinical Manager to be discussing options for the use of telehealth with you as part of your client'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, clients, and those living in our client's household remain fit for service. As previously requested we all should continue to ask whether our client or any other person living in our client's home falls within one or more of the four categories below, and if so cancel sessions. We expect our staff will also continue to 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 our staff will provide their Supervisor and Risk Management ([riskmanagement@starofca.com](mailto:riskmanagement@starofca.com)) regular updates and accurate information regarding and changes in the following:

- Being exposed to someone with COVID-19 symptoms (e.g., fever, cough, shortness of breath).
- Showing any signs of COVID-19 symptoms as outlined by the CDC (fever, cough, shortness of breath).
- Taking your temperature daily and immediately notify us if you have a temperature of 100.4 or higher.

In addition, we ask that you and your family members agree to the following CDC related guidelines:

- All members of your household will refrain from public gatherings and will refrain from having non-essential visitors in your home.
- All members of your household agree to wash hands frequently, to include after sneezing, coughing, blowing nose, touching face, or consuming food or drink.
- If you are delivering services in client's homes, plan with them so the areas you are programming in are thoroughly sanitized with disinfectants before and after your session. The CDC has published the following guidelines:  
<https://www.cdc.gov/coronavirus/2019-ncov/prepare/cleaning-disinfection.html>
- As much as possible agree to use social distancing while interacting with clients in their home.
- Only bring toys and materials into session that you can disinfect before you bring them into your client's homes.

You can continue to direct information about your status (e.g., comfort and willingness in providing services, fitness for services, changes in availability, and cancellations) to your Supervisor, Risk Management at [riskmanagement@starofca.com](mailto:riskmanagement@starofca.com), or completing the online form at [https://starofca.formstack.com/forms/covid19\\_informational\\_survey](https://starofca.formstack.com/forms/covid19_informational_survey).



We also request that you complete the attestation linked here at [https://starofca.formstack.com/forms/covid19\\_fitness\\_for\\_service\\_attestation\\_employee](https://starofca.formstack.com/forms/covid19_fitness_for_service_attestation_employee) to confirm your comfort, willingness, and fitness to participate in services as well as commitment to adhere to the CDC and related guidelines outlined in this employee notice dated 3-24-20.

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