



IN-PERSON SERVICES INFORMATION & GUIDELINES FOR CLIENTS, FAMILIES, AND STAKEHOLDERS

Updated: 5/17/21

HCRS has continued to provide essential in-person services since COVID-19 first presented. Now that so many people are vaccinated and we have gained so much knowledge about the virus and ways to reduce the risk of transmission, there are no longer any restrictions to providing in-person services as long as all parties are able to pass our health screening checklist (see below).

As HCRS provides in-person services, whether in HCRS offices or in the community, the health of clients and staff is most important. All HCRS staff providing in-person services participate in a health screening every morning before they meet with a client. Clients also participate in a health screening prior to their in-person appointment. The health screening questions are the same for staff and clients and are listed below.

If both the HCRS staff member and the client pass the health screening checklist, in-person services can take place as scheduled.

Staff will follow the health and safety guidelines listed below when they are providing in-person services:

- The service is provided outdoors when possible. **The person receiving services to determine whether or not both parties wear masks, when receiving services indoors.**
- Hand sanitizer is used by the staff member when they arrive for the appointment and as soon as the service ends.
- Staff will maintain at least six feet between them and the client, except when brief contact is necessary for the client's safety and service delivery.
- Staff and client will wear a clean cloth face covering or mask, covering from the chin to above the nose, **when meeting indoors.** If a client has a medical or sensory reason for not being able to wear a face mask, alternate safety measures will be identified as a team and used.
- Staff will make every effort to not touch highly touched surfaces. When staff do need to make contact with a highly touched surface, they will use hand sanitizer immediately after touching the surface.

Health Screening Tool

Before an appointment with a client, staff will ask the client or, as appropriate, the client's family member/guardian/shared living provider (SLP), if the client has experienced any of the following within the last 72 hours:

- A positive COVID-19 test, or a COVID-19 test they are waiting for results on
- Fever or chills (a fever is 100.4 degrees or more)
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headaches
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

The following guidelines are followed whenever a client does not pass the health screening check (above).

These guidelines will help determine the next steps for monitoring the client's health and returning to in-person HCRS services.

- The client or, as appropriate, family/guardian/SLP tells the HCRS provider of any possible reason why the client is not eligible for in-person services (see health screening tool above).
 - It is helpful if this notification is done as early as possible.
 - At the latest, the HCRS provider must be notified at the time of the health screening on the day of the in-person service.
- The scheduled in-person appointment will be done through virtual services. If virtual services are not a good option for the client, the appointment is rescheduled once in-person services are safe to re-start.
- **The timing of the start of signs/symptoms will help determine when it is safe to return to in-person services.**
 - **IF COVID-19 IS SUSPECTED, the client will be asked to contact their health care provider for a medical evaluation or recommendations.**
 - The HCRS provider may refer the client for testing. The client should remain home while awaiting any test results. If positive, a Health Department contact tracer will reach out to the client to walk them through what to do next.

- **IF TESTING IS NOT RECOMMENDED OR THE CLIENT CHOOSES NOT TO BE TESTED**, they will not be able to participate in in-person services until:
 - Their fever has gone away for at least 24 hours without the use of fever-reducing medications, and other symptoms (like cough or shortness of breath) have improved
 - **AND** –
 - At least 10 days have passed since symptoms first appeared.
- If a client is sick due to **SOMETHING OTHER THAN COVID-19**, in-person services are stopped until:
 - They are without a fever for 24 hours without using fever-reducing medications (if a fever was one of the concerns)
 - **AND** –
 - Any other symptoms have resolved or are improving

**A doctor's note may be requested in support of the symptoms being due to something other than COVID-19.*

Additional Guidelines for Day and Overnight Respite

Respite services may be provided as long as all parties involved pass the above health screening. Staff to conduct the health screening with the client, family, and respite provider in advance of respite services taking place.