

# Mandatory Covid19 Client Care Response Policy



Version 9 - 06/29/2020

## POLICY STATEMENT

STAR Institute is dedicated to the health, well-being and safety of its staff, clients, and client families. In keeping with the most current Public Health Orders from state and local health authorities, and under advisement from TriCounty health and the CDPHE, STAR Institute, as a healthcare provider, is able to maintain in-person and telehealth services for its clientele.

**These mandatory guidelines are designed to protect YOU, our staff and the *medically vulnerable clients* that are seen for essential services at STAR Institute.**

### **Telehealth Services**

Telehealth services are available to any and all of STAR Institute's clients and families and are the preferable means of delivery therapy at this time. Services include (but are not limited to) one-to-one treatment sessions, parent education meetings, group sessions, and consultations. Families are encouraged to contact a STAR Institute Lead Therapist to develop a telehealth program to meet the client's and family's needs.

Please contact:

[lindsay.fogerty@spdstar.org](mailto:lindsay.fogerty@spdstar.org) | [maura.mooneyham@spdstar.org](mailto:maura.mooneyham@spdstar.org) for Occupational Therapy  
[carrie.dishlip@spdstar.org](mailto:carrie.dishlip@spdstar.org) for Speech and Language Therapy  
[rachel.balderamma@spdstar.org](mailto:rachel.balderamma@spdstar.org) for Mental Health & Feeding services

### **In-Person Services**

In-person services are now open to all members of the public and suitable for any person who does **not** feel that telehealth support will meet their family needs.

Situations that would support in-person services include (but may not be limited to) medical necessity, overall health and well-being of the family unit (including emotional well-being and occupational well-being), and/or disruption of the intensive and potent sensory/sensory-motor modalities used during in-person sessions is deemed to significantly undermine the client's overall health and well-being causing undue distress, behaviors, or dysfunction.

STAR staff, STAR providers, STAR clients and STAR client families participating in in-person services agree to strictly follow social distancing guidelines **in totality** at all times while not at STAR - please review the following points and initial / sign to **acknowledge your agreement with the terms outlined**.

<p><b><i>If you cross state lines</i></b> (regardless of mode of travel) prior to your family's program starting you and everyone planning to attend STAR Institute must receive negative results of an FDA Emergency Use Authorized COVID-19 molecular assay for detection of SARS-CoV-2 RNA from at least two consecutive respiratory specimens collected <math>\geq 24</math> hours apart (total of two negative specimens).</p>	
<p><b><i>You and everyone in the household must self monitor temperature and symptoms every day for 14 days.</i></b></p>	

Please initial each statement to indicate you acknowledge and agree to the terms:

<p>If the STAR provider, client or family member is exhibiting any signs of illness (temperature, congestion, sneezing, coughing, shortness of breath, vomiting, sore throat, chills, repeated shaking with chills, muscle pain, sore throat, headache, new loss of taste or smell) prior to the session, the session must be canceled** †</p>	
<p>If the STAR provider, client or family member has been <b>exposed</b> to any confirmed case of Covid19 in the last 14 days the session must be canceled* <i>Exposure is defined as being within 6 feet, for more than 15 minutes, without full PPE (including gloves and eye protection).</i></p>	
<p>Upon arrival at STAR, check the temperature of everyone who will be entering the building. If any individual has an elevated temperature above typical for the individual, the session must be canceled (see note on suspected Covid below).</p>	
<p>STAR staff, providers, clients and client family members will adhere to and maintain current Colorado social distancing guidelines (wearing a mask in public, recommended 6 feet apart) for the full duration of your STAR program, as well as during sessions (as appropriate and reasonable for effective service delivery).</p>	
<ul style="list-style-type: none"> <li>● MINIMIZE social contact - wear a mask, wash hands often, keep 6' away from others.</li> </ul>	
<ul style="list-style-type: none"> <li>● If a playground/splash pad visit is essential for health and wellness wear masks and use hand sanitizer regularly, visit playgrounds at off peak times, stay 6' away from other children.</li> </ul>	
<ul style="list-style-type: none"> <li>● For pools follow state and county guidelines, wear masks whenever you are in a communal space and not in the water.</li> </ul>	
<ul style="list-style-type: none"> <li>● Stay home as much as possible. For larger group gatherings wear masks, maintain 6' distancing at all times.</li> </ul>	
<p>STAR staff, providers, clients and client family members wash hands, for at least 20 seconds, immediately before and after service delivery, and as often as necessary during service delivery.</p>	
<p>Onsite at <b>all times</b> STAR providers and parents will wear facial masks (and gloves if necessary). <b>Children over three years will wear masks if tolerable.</b> Avoid touching your face and wash hands after doing so.</p>	
<p>STAR staff and providers will clean all client areas, treatment areas, and equipment following each treatment as outlined by STAR Institute administration. Equipment that is waiting to be cleaned will be placed to the side and considered out of service.</p>	

\* Treatment can resume after 14 days **quarantine** has been observed

\*\* See note on resuming services following suspected Covid19 below

† Even if you suspect allergies or other benign causes

Travel, please initial to indicate you acknowledge and agree to these terms:

Avoid all non-essential air travel for the duration of your child's program at STAR Institute. If you must travel, review the <a href="#">CDC's specific guidance for travelers</a> You will need to be tested upon return from out of state travel.	
If anyone in the family home flies from an identified 'hot spot' within the USA the program must be suspended for 14 days on their return and full quarantine must be observed.	
If anyone in the family home travels <b>internationally</b> then the program must be suspended for 14 days on their return and full quarantine must be observed. Please review the CDC guidance for <a href="#">Returning From International Travel</a> .	

**You are responsible for maintaining these standards throughout your treatment program at STAR Institute and must inform STAR if you are unable to do so for any reason / your circumstances change.**

### **Suspected Covid19**

If any member of the household is suspected to have Covid19 onsite treatment can only resume after:

#### **Symptom-based strategy.**

- At least 3 days (72 hours) have passed since recovery defined as resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms (e.g., cough, shortness of breath); and,
- At least 10 days have passed since symptoms first appeared

#### **Test based strategy**

- Resolution of fever without the use of fever-reducing medications and
- Improvement in respiratory symptoms (e.g., cough, shortness of breath), and
- Negative results of an FDA Emergency Use Authorized COVID-19 molecular assay for detection of SARS-CoV-2 RNA from at least two consecutive respiratory specimens collected  $\geq 24$  hours apart (total of two negative specimens)[1]. See [Interim Guidelines for Collecting, Handling, and Testing Clinical Specimens for 2019 Novel Coronavirus \(2019-nCoV\)](#). Of note, there have been reports of prolonged detection of RNA without direct correlation to viral culture.

I have reviewed the information regarding treatment onsite at STAR, I understand the guidelines and have asked questions for clarification if necessary. My clinician has adequately explained everything herein and I agree to follow the guidelines in full. I understand that if I do not follow these guidelines STAR has the right to suspend the treatment program.

\_\_\_\_\_  
Clinician Name

\_\_\_\_\_  
Clinician Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client / Guardian Name

\_\_\_\_\_  
Client / Guardian Signature

\_\_\_\_\_  
Date