



Frequently Asked Questions about Resuming In-Person Services

KIDSTESPS - Early Intervention Services

- **Is it safe to resume in-person services?**
 - A combination of in-person and remote visits will be offered to do what is safe for families and staff. We are following the safety protocols laid out for us by the Office of Early Childhood, the State of CT, and the Center for Disease Control.
- **When do we plan on resuming in-person services?**
 - Planning any in-person visits will be based on the mutual decision between and the family and the interventionist. We are resuming these services on a family by family basis.
- **What will in-person services look like?**
 - In-person services will be based upon best practices around COVID and Early Intervention. We will follow the directives of CT's Office of Early Childhood and from the state of CT as they roll out. Staff is getting PPE and proper cleaning materials.
- **Will we continue to offer remote services / mixed services?**
 - At the moment, we are currently offering remote services. Moving forward we will continue to follow the guidance of the Office of Early Childhood.
- **Are we willing to meet with families somewhere outdoors? (parks or other public areas)**
 - Planning any in-person visit will be based on a mutual decision between and the family and the interventionist. More information about in-person services will be available soon.
- **Now that their child is going to daycare, they want us to start attending the daycare again to meet with the child. However, the state is still prohibiting visiting daycares. What do we do about that?**
 - We will continue to offer services remotely and following the guidance of the Office of Early Childhood.
- **What kind of cleaning materials / PPE will we use during visits?**
 - All cleaning materials and protocols are following the Center for Disease Control recommendations. We started procuring the recommended basics in terms of PPE and cleaning materials – Including masks.
- **What kind of cleaning materials / PPE can we provide families during visits?**
 - More information will be coming out soon.
- **Can we bring laptops/toys/learning tools into the home?**
 - More information will be coming out soon.

Adult Services – Enrichment, Community Supports, and Employment Services

- **When programming will begin?**
 - The Employment Services teams have already started resuming in-person services. They are taking it on a week to week basis. The Enrichment Services three program locations and Community Based Program are looking at a tentative date of July 15th at the latest for Phase One of resuming in-person services. More communication will come as information comes.
- **When Enrichment Services resume, will we provide transportation? If so, what safety precautions are you taking to ensure overall safety?**
 - Yes, SARAH Inc. will be providing transportation. Our protocol will be that everyone being transported by SARAH Inc. will need to be able to wear a mask while they are in the vehicle. If someone is not able to keep their masks on during transportation times, they will not be able to receive transportation from SARAH Inc. Transportation can be provided by Families/Group Homes if someone would like to attend program.

Additionally, SARAH Inc. staff have acquired the recommended cleaning supplies and do a full van cleaning after carrying passengers.

- **Will staff be tested before coming back to the program?**
 - DDS has not mandated that staff be tested before resuming in-person services. Therefore, at this time SARAH Inc. will not be mandating that staff be tested prior to resuming in-person services.
- **What are the program hours for Phase 1?**
 - Program hours will resume to their normal schedules. Enrichment Services three programs will be running 8:30-2:30pm daily.
- **How are you screening participants and staff upon return to programs daily?**
 - SARAH Inc. staff members complete a health screening prior to starting their shifts. Individuals will also complete a health screening that consist of a temperature check before entering a SARAH Inc. vehicle or building. If an individual has a temperature over 100 degrees or is showing symptoms consistent of COVID-19, that individual will not be able to receive in-person supports until they are 72 hours symptom free.

- **If there's a large 2nd wave of COVID-19 in the Fall will in-person services be suspended again?**
 - The health and well-being of those we serve, and our employees, is our number one priority. As with our original suspension of services in March, we will abide by DDS rules for services and do what is best for everyone.

- **If participants attend Day program at North Haven, Madison, or Westbrook, are we going to be exclusively in the program or going out into the community?**
 - The program day will consist of time in the program as well as in the community as much as possible depending on what community options are available.

- **If the individuals go out into the community, will we require participants to wear a mask?**
 - Yes, participants will be required to wear masks and practicing social distancing when possible. If utilizing a community space, all rules for that location will need to be followed.

- **Do we have adequate cleaning supplies in the three program locations?**
 - Yes, SARAH Inc. has adequate cleaning supplies and PPE. We've reviewed our daily schedules to ensure that we have someone cleaning all high traffic areas hourly. We also will continue to have our cleaning vendor clean daily after the end of the program day.

- **Safety protocols for being inside the program buildings. Is everyone going to have to wear a mask? Will there be plexiglass in the program to divide people? Will there be six foot spacing between everyone?**
 - Staff will all be wearing masks and individuals are strongly encouraged to do so, but it is not mandatory for them per DDS. There will not be plexiglass in program, but we will be spacing individuals out as much as possible while ensuring safety guidelines are followed per individual plans.

- **In the Adult Services programs, If someone doesn't come the remainder of the year will they lose their spot? Is it alright that I don't send them every day?**
 - Each person is required to have meeting with their Case Manager and SARAH Inc. per DDS to discuss the specifics of their plan to return to in-person services.

We would like everyone to participate in virtual services, if they are not planning on coming back physically for some time.

- **Are Adult Services participants who can't wear/or tolerate a mask eligible to return to program during Phase 1?**
 - Per DDS, individuals are not mandated to wear a mask. Given the overall support structure needed to meet the majority of people's needs SARAH Inc will

encourage individuals to wear masks while in program, and those who can wear a mask during SARAH Inc. provided transportation will be permitted to return. Those who cannot keep their masks on during transportation can return during phase 1 if they can be dropped off and picked up at Program.

- **What is the protocol if someone has COVID-19?**
 - SARAH Inc will follow DDS and CDC guidance for anyone who is confirmed COVID-19 policy. A protocol has been submitted to DDS that specifically address this question.

- **How will staff complete personal care and mealtime?**
 - Staff will complete these tasks as they did previously, utilizing PPE and safety protocols that were in place. Social distancing will be instituted during lunch time based on the needs of the individual who is being supported to ensure their guidelines are being followed.

- **What's the required PPE for staff to wear?**
 - Staff are required to wear face masks during the day. Other PPE being used will depend on the specific task that the staff is engaging in such as gloves and face shields.