



FREQUENTLY ASKED QUESTIONS REACH COVID-19 OPERATING PROTOCOLS FOR CONSUMERS AND FAMILIES *UPDATED: November 2021*

What Type of Programming Is REACH Offering?

As REACH returns to in-person services, non-residential programs will continue to offer modified supports and alternative services. Supported Living Services will continue to provide support as negotiated by the Regional Center and consumer.

What Are Modified In-Person Services and Alternative Services?

Modified in-person services allow REACH consumers in non-residential programming to receive up to three hours per day in the community. Alternative services incorporate a hybrid model of in-person services and virtual learning or 100 percent remote services. All services are person centered and will address the current needs of the individual being served.

Has REACH Adjusted the Staff to Consumer Ratio?

“Yes” REACH will provide group services in a 1:2 ratio (one staff, two consumers). REACH will continue to provide one to one support if appropriately funded by the regional center.

Will Consumers Have Different Staff Each Day And/or Week?

“No” REACH is doing everything to make it possible for consumers to be assigned to cohorts and/or have only one consistent support staff throughout the week, barring any issues related to COVID-19.

Are Consumers Required to Wear Face Coverings?

REACH strongly recommends that consumers always wear face coverings except when eating or drinking. Face coverings play a role at minimizing the risk of spread and/or contracting COVID-19. Exceptions may be made on a case-by-case basis.

Are Staff Required to Wear Face Coverings?

“YES” REACH has adopted MANDATORY face coverings in the workplace including those staff who work directly in residential settings and or homes of consumers. The only exception for working without a mask is when employees are working alone in private offices with closed doors or when eating or drinking.

Does REACH Provide Consumers With PPE?

“NO” REACH is not responsible for providing daily PPE supplies to REACH families and consumers. However, exceptions may be made on a case-by-case basis.

Do I Need A COVID-19 Vaccine to Attend Program?

“NO” REACH respects the right of consumers should they choose to refuse getting vaccinated. According to Community Care Licensing, Adult Day Programs such as REACH cannot require participants to be vaccinated. Therefore, REACH will not deny services if an individual has not been immunized with any of the COVID-19 vaccines.

Does REACH Mandate That Staff Receive the COVID-19 Vaccine?

Yes. As of November 30, 2021, all employees at REACH must be fully vaccinated. Exemptions may apply. Please refer to the REACH Operating Protocols vaccine section for further details or contact HR.

What Protective Measures Are in Place at REACH Facilities?

All REACH facilities have reduced their capacity. Signage has been posted at all entrances instructing to wear a face covering if entering the building and to not enter if you are ill. Additional educational COVID-19 signage and physical distancing markers have been placed throughout the buildings. All facilities are thoroughly cleaned often throughout business hours as well as a deep cleaning each night after program hours. Hand sanitizer stations have been placed throughout the building and restrooms are stocked with antibacterial hand wash. All visitors must have an appointment or be scheduled to enter all facilities. Please refer to REACH’s reopening guidelines for additional protective measures.

Will REACH Provide Services on Site at Their Facilities?

All consumers must be scheduled to receive services at any of the REACH facilities. No drop-in services will be provided at this time. No outside guests permitted without an appointment. The majority of supports and services will be utilized within the community.

Will REACH Transport Consumers to And from Program?

“Yes” REACH will transport consumers to program. However, REACH will not transport consumers who are ill or exhibiting symptoms related to COVID-19. Consumers are encouraged to wear a face covering while being transported by REACH staff. All staff vehicles are thoroughly cleaned prior to the start of the staff’s schedule.

What Type of Safety Trainings Will Staff Receive?

Prior to providing any in-person supports staff will receive training on COVID-19 safety precautions and best practices. Additionally, all employees will be provided with weekly and/or monthly CDC recommended trainings as well as educational materials.

Are Consumers Required to Complete A COVID-19 Health Screening?

“Yes” All Consumers will be provided with an at home COVID-19 health screening document and must self-attest daily that they are not experiencing COVID-19 related symptoms. Consumers experiencing any COVID-19 symptoms and/or who have tested positive for COVID-19 should report their situation/absence to their direct supervisor.

Are Staff Required to Complete A COVID-19 Health Screening?

“YES” All staff must complete a COVID-19 health survey each day as soon as they clock in and/or prior to providing any in-person services.

Can I Attend Program If I Am Sick?

“NO” REACH requires all consumers and staff who are ill to remain home until they feel better and/or are cleared by their doctor. All consumers who experience COVID-19 related symptoms during their program will be immediately isolated, emergency contact will be notified, and they will be sent home.

Does REACH Test Staff For COVID-19?

Community Care Licensing requires that all staff be tested on a random scheduled basis. 25% of staff will be tested every 7 days on a rotating basis. This will cover 100% of staff every month. Furthermore, All REACH employees who are not fully vaccinated and have been in close contact with a person confirmed to have COVID-19 must be tested. Staff testing for COVID-19 takes place off-site.

Does REACH Provide COVID-19 Testing for Consumers?

Currently REACH does not provide COVID-19 testing for consumers. However, REACH will support individuals to locate, schedule and/or attend any COVID-19 testing appointments.

How Will REACH Respond If a Staff or Consumer Test Positive For COVID-19 And/or Exhibit Symptoms Related to COVID-19?

All REACH employees and consumers will not be permitted to return to work or program until testing is negative and/or they have quarantined for 10 days and have not experienced COVID-19 symptoms within the last 72 hours of the quarantine period.

How Will REACH Ensure Direct Support Staff Are Engaging in COVID-19 Best Practices?

Non-Residential supervisors will not be assigned to direct service so they may monitor the health and safety of staff and consumers and so they may provide consistent and timely communications to consumers, families, and Regional Centers.

How Will Social Distancing Work Where Some Consumers Require Hands-On Support And/or Protective Supervision?

There may be times when closer proximity is required. Direct Support staff engaged in activities which do not permit physical distancing (i.e., communication support or personal assistance), will be equipped with appropriate personal protective equipment (PPE) for example disposable gloves, goggles, face shields, hand sanitizer etc.

Who Can I Contact If I Have Questions Regarding COVID-19 Health and Safety and Operating Protocols At REACH?

To inquire about COVID-19 health and safety practices, policies, and procedures at REACH please email your questions and/or feedback to Wecare@reach.services