

EXCEED RETURN TO IN-PERSON SERVICES

FREQUENTLY ASKED QUESTIONS

We realize there are many questions and concerns about program participants returning to in-person services. The following FAQ address some of these concerns. You are encouraged to contact EXCEED facilities if you have questions related to your client's services.

Q When will program participants return to in-person services?

A EXCEED plans a slow return to in-person services as of July 15, 2021. IRC has required vendors to complete a process of review and IDT meetings before opening/return to in-person services. ADC programs must be approved by Community Care Licensing as well as IRC before return to in-person services.

Q Do program participants and staff need to be vaccinated to return?

A EXCEED will encourage vaccination, but NOT require program participants or staff to be vaccinated before providing in-person services.

Q Will vaccinated program participants be put in groups with other vaccinated program participants?

A No – groups will be determined by goals and needs of the program participants. All CDC, State of California and local health & safety guidelines will be enforced.

Q Will program participants that need personal assistance be allowed to return?

A Yes – if they meet the entrance criteria for the program. Staff and program participants will wear personal protective equipment (i.e.: masks, gloves, etc.) when personal assistance is given.

Q Will program participants have the same supervisor/trainer they had during their remote services?

A In some cases, yes. However, not all program participants will have the same supervisor during in-person service groups. Their supervisors will be determined on an individual basis.

Q Do program participants need to bring lunches that do not require use of microwave or other preparation?

A During the initial phase of re-engagement, program participants need to bring lunches and snacks that DO NOT require microwave and prep/assistance. For health & safety purposes, program participants will NOT be allowed to leave the program site or their community group at lunch time.

- Q** Will EXCEED stop in-person services if someone contracts COVID-19?
- A** **No – We have protocols to deal with an individual known to have COVID-19. If there are multiple cases of COVID at a program site, the entire site may be temporarily closed to be sanitized.**
- Q** How will program participants be safe and not exposed to COVID-19 in the community?
- A** **EXCEED will follow all CDC, State of California and local guidelines in the community. EXCEED also has additional protocols in place regarding travel, masks, social distancing and hand washing.**
- Q** Are program hours going to change?
- A** **It is likely that program participants will have a modified schedule of times and days of in-person services. We will structure on-site services to minimize the number of people on-site at any given time.**
- Q** Who will be held responsible if a client is exposed to, or gets, COVID 19?
- A** **It is the responsibility of all parties involved (Parent/Care Provider, Client, EXCEED, etc.) to ensure that CDC, State and local guidelines are followed, even when not at program. It is not always possible to determine with certainty when and where a person might have been exposed. We strongly encourage all staff, program participants, family members, etc, to get vaccinated.**