



We are looking forward to re-opening our facilities in the near future. As soon as Governor Newsom lifts the “Stay at Home” order and the Department of Developmental Services gives us the “green light”, we will welcome our clients back to more traditional services!

During our time apart, all EXCEED facilities have been deep cleaned and we are currently developing procedures and protocols to minimize risk and keep everyone as safe as possible when we return to program. We recognize that we may not be able to serve all our clients in this beginning phase and we know that some of you will choose to remain at home. During this beginning phase of reopening, clients that need assistance with personal needs and have incontinence issues, will likely not be able to attend program. Exceptions will be considered on an individual basis.

Upon return to program EXCEED will implement the following measures:

100% WELLNESS CHECKS FOR EVERYONE ENTERING THE FACILITY

- All staff and clients will be assessed for health and wellness at the facility entrance.
- Staff that are unwell or displaying symptoms of illness will be sent home.
- Clients that are unwell or displaying symptoms of illness will be isolated until pickup arrangements can be made.
- Sanitizing of hands using hand sanitizer or soap and water will be required of all staff and clients before entering the program area.

TRAINING

- All staff and clients will receive regular training on infection control, sanitation, and disease prevention measures.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

- Staff must wear a face covering, mask, or face shield and will wear gloves when it is necessary to have personal contact with clients.
- All clients must wear some type of face covering, mask or face shield unless there is a medical reason that they cannot wear them. Accommodations will be reviewed on a case by case basis.
- Clients will be directed to wash their hands or use hand sanitizer at regular intervals throughout the day.

FACILITY CLEANING

- Offices and production areas will be disinfected at the beginning and end of the day.
- High usage areas and restrooms will be cleaned and disinfected throughout the day and as necessary.
- Client lockers must be emptied every day.

SOCIAL DISTANCING

- Social distancing will be practiced by all staff and clients, inside and outside the building during the program day.
- Tables, classrooms, work spaces, lunchrooms, and other common areas will be configured to allow for social distancing.
- Clients will not be allowed to gather in groups.

VISITORS

- No visitors will be allowed in the program or activity areas.
- Office visitors/deliveries will be limited to front office entrance only. (Production deliveries may use the bay doors in the warehouse) All visitors will be required to sanitize or wash their hands and wear a face covering.
- The number of persons in any office or meeting room will be limited to allow for social distancing.

MOVEMENT THROUGH THE FACILITY

- Upon entrance, clients will immediately go from the evaluation entrance/area to their work or activity area.
- Lunch and break periods will be staggered as to minimize the number of persons in one area at a time.

We want to ensure the safety of all our clients and staff at EXCEED and we need your cooperation with the following:

EACH DAY BEFORE COMING TO PROGRAM PLEASE MAKE CERTAIN THE FOLLOWING GUIDELINES ARE FOLLOWED

WELLNESS CHECK BEFORE LEAVING HOME

- Please do a temperature check.
- If the client is displaying symptoms such as: dry cough, temperature/fever, aches, loss of smell or taste, nausea, diarrhea, or shortness of breath please have them stay home.
- Do not take any symptom minimizing medication within two hours of coming to program.

CLEANLINESS

- Be sure your clothes, hair and body are clean.
- Clients may only bring a small bag or backpack to program.
- Lunches should be ready to eat and not require heating as no microwave will be available.

PPE

- Bring a mask, face covering or face shield to program. (EXCEED may be able to provide you with PPE if you do not have access to them)

TO ENSURE THE SAFETY OF ALL STAFF AND CLIENTS PLEASE NOTE THE FOLLOWING IMPORTANT INFORMATION

Please ensure that someone is available to pick up the client if it should become necessary.

Clients that are not picked up in a timely manner may risk suspension from the program.

We encourage you to add additional family and/or friends to your client contact information.
(Please contact your EXCEED Case Manager to update contact information)

We want you to feel safe and confident that EXCEED will do whatever we can to provide service in the safest environment possible and welcome your concerns and ideas!

Please email us at exceedservicesupdate@weexceed.org