



COVID-19 FAQ MEMO

Memo released on March 23rd. Any communication/information sent out after this date will supersede this information. We'll be updating as things continue to change.

ILS Specific Questions

Q: Do our LCs continue to see clients?

We can continue to provide essential functions for the clients as they have need or request. These would include grocery shopping, medical appointments and going to the pharmacy. If you have questions, you should contact your supervisor for clarification or assistance. Otherwise, we are now authorized to provide virtual visits as you and your client see fit. These would be opportunities to ensure health and safety as well as emotional support.

Q: What if we ILSM's carry a caseload of clients, are we to see them?

If you are acting as an LC you may have face to faces with the client however if there are things you can do virtually then by all means go that route.

Questions for CF's

Q: How should we respond when someone reports that they are not feeling well or exhibiting flu symptoms?

If we have a client that is exhibiting symptoms, please have them contact their primary care and follow their instructions. If you have clients or staff who become sick over the weekend, please send an e-mail to your Regional Manager. The RM will communicate with all other parties. If you observe a staff that is ill and exhibiting symptoms you can request that they leave shift and report back if their symptoms become consistent with COVID-19 symptoms.

General Questions

Q. Can I apply for unemployment if I lose my hours because of COVID?

Yes, you can apply at edd.ca.gov. We will be giving instructions to you if you need to use this resource, but it is always our intention and plan to keep everyone working.

Q. Can I apply for Family Medical Leave if I have to stay home to care for a loved one?

Yes, you can apply at edd.ca.gov. Please work with both your supervisor and the HR department if this is something you need to use as there are some restrictions and rules that will need to be followed.

General Questions	
Q: I understand Compass is expecting doctors' notes, how would you like us to move forward with getting an actual note to return for those that just feel like they're sick and don't have COVID 19?	We are very concerned that each of our staff and families have access to the necessary medical care help in this uncertain time. Because of this, we are enrolling everyone into HealthiestU; regardless of if you originally requested it. This will give you an option for both yourself and your families in case you have a medical question and need. This will also be an option for you to get clearance. There will be more information coming out about this in the next few days on both our website and to you directly.
Q: Can staff still go into the community with clients?	Within reason, yes. Be aware if the client has special restrictions or is considered high risk. Please still use social distancing and all the other proper precautions. We are all supposed to be limiting our community time to grocery stores, pharmacies, dr. appointments and other essential life needs. You may take walks and be in parks, as long as following all the precautions. Also, please refer to this resource: https://sf.gov/stay-home-except-essential-needs
Q: How can staff adhere to social distancing when meeting personal care and other needs of the individual?	Staff should use the maximum flexibility to meet the individual's needs. We encourage service providers to use their best judgment and to follow universal precautions. Learn more here: CDC caring for someone at home: https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/care-for-someone.html
Q: What if my client is running low on necessary supplies? Who is responsible for paying for them?	If they are running low, reach out to the CF/ILSM. Each office has some supplies. If the client can afford to purchase their own supplies and has the means to accomplish this, we prefer they do so; but will continue to collect supplies to make sure all needs are met.
Q: Define essential business outings?	Refer to these resources: a. https://sf.gov/stay-home-except-essential-needs b. https://www.sccgov.org/sites/phd/DiseaseInformation/novel-coronavirus/Pages/order-health-officer-031620.aspx c. https://www.washingtonpost.com/graphics/2020/world/corona-simulator/