

How Do I Know When It's OK to Resume In-Person Services for My Family Member or Me?

At the beginning of the coronavirus and the 'Safer At Home' order, many Regional Center Service Providers adjusted the way they provided services. Instead of providing services in the clinic, at the program site or in your home, they adapted to the change of regulation that allowed them to provide the service via remote or electronic communication. As the 'stay home' orders are again changing, some programs (and families, too) want to return to in-person services. Here are some things you should consider when deciding the best way for you and/or your family member to receive services or other supports. You may also ask your Provider for their written plan.

At the Clinic

What is the provider doing to ensure that their Staff is healthy?

Does staff take their temperature daily?

Do they make sure their Staff stay home if they don't feel well?

Does Staff wash their hands before and after your session?

Is hand sanitizer available for everyone to use?

Are masks worn by all Staff on site?

What is the provider doing to ensure that the physical space is safe for everyone?

How often are the waiting room, offices and treatment rooms and contents cleaned with a disinfectant?

How often is the therapy equipment cleaned?

How often are door knobs, countertops and other frequently touched surfaces disinfected?

How often is the bathroom cleaned with a disinfectant?

How does the provider intend to provide the service while maintaining social distancing requirements?

Does the provider require you and your family member to wear a mask?

In-Home Services

What is the Provider doing to ensure that the Staff coming to your home is healthy?

See above

What does the Provider want you to do to ensure that the physical space they will use in your home is safe their staff? Are these things that you can do in your home?

What do you want Provider Staff to do before entering your home? For example; don't bring in personal items, take their shoes off before entering your home. Is the provider willing to do this?

Bottom Line – There is no one right decision or way to receive services. **YOU** need to decide what is best for you and/or your family member. **YOU** need to decide whether clinic, in-home or remote services is best for you and/or your family member. If you have questions, please discuss them with your Provider as well as your Service Coordinator.