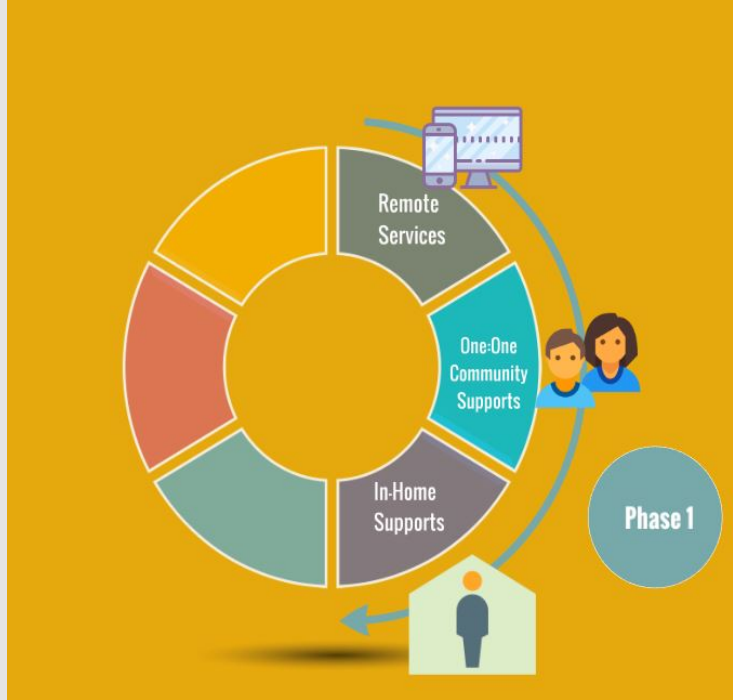


During this uncertain time, there are many questions about what the future of programming looks like. Our commitment to our participants, their circles of support and to our staff is to continue to support our participants to reach their goals while creating a safe and healthy environment for everyone. We will continue to follow the most conservative guidance from our state and local departments of health as we slowly begin to expand our service offerings. Here are a collection of topics that we have covered at the participant and circle of support Town Hall Meetings. We will continue to host these meetings monthly for the remainder of 2020. See the schedule here

We are currently in our Phase 1 of reintegrating our programs. All of our offices have been closed since mid-March, but we continue to offer services remotely as well as in person for our residential, job coaching and wellness programs as needed.

We define Phase 1 as the time that Shelter in Place (SIP) is changing and our communities are opening up. We will take this opportunity to support participants who would like it 1:1 in the community near their home.



**Phase 1 planning: 6/15-7/15**  
**Phase 1 service delivery: Starting 7/15**


- Every participant will have an Individual Covid Response Plan (ICRP) outlining the services they are receiving, would like to receive and how they will be delivered. This plan will be created with the staff, participant and any member of the circle of support the participant would like present.

- ## Phase I Roll Out
- Bringing Programming to you*
- We are prioritizing participants who have barriers to remote support first.
  - Services will be delivered for 45-90 minutes to start depending on participant need.
  - Staff will meet 1:1, no groups will be meeting in Phase 1
  - We will meet you at or near your home to limit the need for exposure or use of transportation.
  - All staff and participants will need to complete a simple health questionnaire before each visit.
  - All staff and participants will need to wear a face covering.

## General Health and Safety Questions

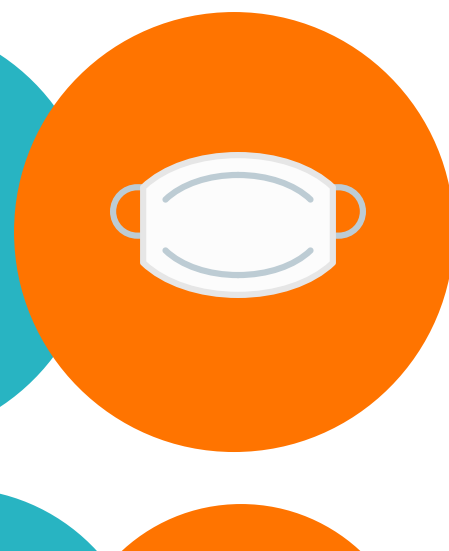
*Will staff be tested?*

All staff have access to free and frequent quick testing as essential workers. As an employer, The Arc San Francisco cannot require staff testing, but has put into place Health and Safety protocols to ensure that our staff are being safe during this time. Staff complete a quick questionnaire about their health status before coming to work. The Arc has created flexible sick leave policies to ensure that any staff with any illness is able to recuperate fully before returning to the field, all staff will follow field procedure including face covering, maintaining social distance and frequent handwashing. Staff are also being offered alternative transportation options to avoid the use of public transportation. Program managers are also working with staff to limit the total number of individuals they see in person to keep their exposure circle small.




*Will participants be tested?*

We will not be requiring testing of participants as a condition for receiving services. We have added health and safety protocol to our Guidelines for Receiving Services in Phase 1 including wearing a face covering and practicing social distance. The Arc has also made and shared resources such as social stories and training images to help participants understand the ways to keep themselves safe. Click [here](#) for resources. All participants beginning to receive services in Phase 1 will also answer a short health questionnaire at the beginning of each in person visit.




*How are you keeping your offices clean?*

Though our offices have been closed for program delivery, we continue to have janitorial staff on site daily to support the small team using our offices for planning and resource development. Our offices are disinfected per OSHA guidelines throughout the day. Our offices also have a max capacity per site and are being tracked daily. All team members at our sites are required to wear a face covering, maintain social distance and schedule a time to access our building.




*When will the offices be reopened?*

We are following the guidance of our health departments and have no plan to reopen our program offices for group service delivery prior to October. Highly populated sites and traveling to and from is a high exposure risk for our participants and staff. We likely will not be returning to our offices in groups this year (2020)



*What if there is another Shelter in Place?*

If there is another Shelter in Place order, we will return to remote services. The Arc will not 'close'. It is our mission to serve you and we will continue to do that even if circumstances change.



## TRANSPORTATION

*Will participants continue to use Paratransit?*

Currently in Phase 1, group van/supported travel, will not be needed to access Arc programs because we will be meeting participants close to home. Transportation will be one of the largest challenges because there is no way to socially distance in a van with multiple people. Our team, led by Jacy Cohen, is working with the Regional Center and the transportation providers to partner on plans for the future. We do not anticipate that supported transportation will be used to access Arc services until October at the earliest.

*Will staff and participants continue to use MUNI or other public transit to access programs?*

Public transportation is a necessity for so many of our participants and staff, but can also be a place where you cannot control your exposure risk well. With that in mind, all of our education programs will be providing remote services and 1:1 services close to your home. We want to limit the amount of time both staff and participants are spending on public transportation. Our team is also working with staff to find alternative transportation options to limit their exposure while in the field. For participants who continue to use public transportation to get to work or other essential functions such as grocery shopping etc, staff will provide training on how to stay safe on public transportation as well as review alternative transportation options and how to budget for them.

*Will there be more travel training?*

Yes! Many participants are going to need to learn how to travel differently and will partner with our transportation providers to support safe travel. This will roll out as we go into phase 2 and more traveling is needed.

## Programs

### Education (CCS-E, CCS-Pus, Skills, Seniors, Marin, San Mateo)

*Can I continue all remote services?*

Yes! If remote services work for you and this is the schedule you prefer, we are happy to continue. If things change and you would like to see staff in person, please let them know.

*Can I have in person support and remote?*

Yes! Many of our participants will have a hybrid of online classes and meetups with their group and then 1:1 community-based support with a staff near where you live. Our goal is that your schedule is person centered, driven by you, and that it is as full as you would like it.

*What are the service hours for education programs?*

Our service hours are going to be as responsive to your What are the service hours for education programs? needs as possible. If you would prefer an earlier or later start and we have a staff person who can accommodate, we will. Our goal is to make our education hours flexible so staff can serve more people and participants can get what they need.

*When can we meet in groups?*

You can meet with your group remotely in a zoom class or through a phone call. For now, we will not have groups meeting in person.

*What if I do not have a computer, tablet or smartphone?*

We are building a lending library so participants can borrow technology to access our programs. Please let your staff know if you need technology.

*What if I have technology but I do not know how to use it?*

Staff can help you during your 1:1 visit to use your technology to access classes on The Hub.

*Can I take classes for a program that I am not currently enrolled in?*

Yes! All classes are open to all participants. You can take an ArtReach class or participate in FLM Marin for example.

*What will happen to the Seniors Program?*

We will continue to offer the seniors program remotely and will work with families and residential providers to provide resources to our seniors participants. We will also offer 1:1 in person services. Our seniors population will likely be the last to return to our site and we plan to work creatively with our participants and their circles of support to ensure that they are getting engaging programming.

*Are there resources that don't require a computer?*

Yes! All programs will be sending out or dropping off activity packets regularly based on participant interest and staff. We also have a Friendship Line where our participants can join conference calls to connect with their friends and goals.

## Employment

*Will job coaching continue?*

Yes. Job coaching will continue on site for participants who are back to work. For those who are waiting to return to their offices, job coaching will continue remotely and you can work with your coach to complete an assessment, update your resume, explore certifications, or do skill sharing with other participant job seekers.

*What can I do with my job coach if I am laid off or furloughed?*

Your job coach will assist you with getting benefits such as unemployment and creating a schedule that will help you create a new employment plan for job search if needed. Your job coach can also assist in accessing classes on the hub or through our other education partners.

*Can I still look for a job?*

Yes. Our job development team is partnering with participants every day to complete assessments, update resumes and build individual employment plans. There are some industries that are hiring a lot right now such as essential retail and rapid fulfillment. It may take longer to find a job right now due to the high unemployment rate.

*Will job development be doing assessments?*

Yes. We can do assessments remotely and 1:1 near your home.

*What happens if I lose my job?*

Let your job coach know ASAP. The Arc team will help you get the unemployment benefits you need and begin your transition into a new job search if that is what you want.

*Do I have to go back to work when they reopen?*

All work environments are different and some of us may not feel comfortable returning to work. Reach out to your job coach and they will help you talk to your employer about expectations and accommodations. Your health and safety are our top priority and we do not encourage anyone to return to work until they feel comfortable.

## Wellness

*Will my Health Advocate still take me to the doctor?*

Health Advocates will continue to support you with your medical appointments. Since COVID-19, many doctors started meeting with patients by phone or computer. Health Advocates, with your permission, are able to be part of those remote appointments. While we expect that remote appointments will continue, there are times when you will need to see a doctor or get a test done in person. Your Health Advocate can accompany you to these appointments. You must wear a mask whenever you leave your residence with a Health Advocate.

*Will I still be able to be driven to and from my appointments?*

Yes, Health Advocates can still drive you to and from your appointments. The Arc has created a detailed Transporting and Disinfecting Protocol for the agency and personal cars used by the Health Advocates. Cars are disinfected before and after each use. You must agree to have your temperature taken and answer some basic health questions before being transported. You must always ride in the passenger side back seat and wear a mask. Your Health Advocate will review these changes with you before they pick you up for your appointment.

*Can I still have a Health Advocate if I do not feel safe leaving my house at this time?*

You can keep your Health Advocate, even if you choose to not attend appointments in person right now. Your Health Advocate will continue to participate in any remote appointments, and keep in touch with your doctors who would usually see you in person (like the foot doctor or dentist). Health Advocates will also regularly check-in with you about your medication, exercise, diet, sleep and feelings. We want to support you to stay healthy while at home and ensure that your doctor knows if anything about your health changes.

## Residential

*Do residential participants have to wear a mask?*

Residential Services participants are not required to wear a mask in their own homes, although it is appreciated if they choose to do so. Staff will always wear a mask. If a residential participant accompanies staff into the community while receiving support, the participant must wear a mask.

*What is the protocol for entering the home of a residential participant?*

Staff are instructed to not report to work if they are showing any symptoms or feeling unwell. Staff will only enter the homes of residential participants who choose to continue receiving face to face services at this time. All staff are required to wear a mask at all times, wash hands or use hand sanitizer frequently, and maintain social distancing if possible. The Arc provides residential services staff with personal protective equipment (PPE), including masks and gloves, to keep everyone as safe as possible while they are providing in person supports.

*Can residential participants get remote support?*

Yes! Participants can receive residential support remotely, via telephone or computer. Participants can speak to their Service Manager about how remote supports can be given.