
COMMUNITY DAY SERVICES PROGRAM
Arrival and Dismissal Policy during COVID-19

I. Purpose

To establish and describe policy and procedures for New Star consumers arriving to and dismissing from community day services during the COVID-19 pandemic and recovery period.

This policy is in effect for specific counties that New Star serves when the Community Levels for those counties determined by the CDC are at “high.”

II. Policy

New Star consumers participating in community day services must adhere to the following guidelines to prioritize the health and safety of all New Star consumers and staff.

III. Procedures

A. General Guidelines

- New Star is not currently providing transportation to or from our Community Day Services programs.
- Consumers should be dropped off at and picked up from their assigned door to ensure they are entering and exiting the building closest to their line in the building. This will help prevent the spread of germs and enhance social distancing.

B. Drop-Off Procedures

- The following process will be followed when dropping off consumers:
 1. Drop off screens will begin at 7:55am and 1:10pm
 2. Consumers must wait in their vehicle at their assigned entrance until a staff member arrives to complete their health screen
 3. Before exiting the vehicle, a staff member will complete the health screening that includes:
 - Taking of consumer’s temperature
 - Asking the following questions. Have you had any of the following:
 - Cough or sore throat
 - Shortness of breath or difficulty breathing
 - A fever over 100.0F
 - Chills
 - Muscle Pain
 - Headache
 - Congestion or runny nose

- Loss of taste or smell
 - Nausea, vomiting, or diarrhea
- If temperature is above 100.0F, the consumer will not be allowed to attend the program.
- If the consumer answers yes to any of the above questions, they will not be allowed to attend the program
- 4. Once the consumer has their mask on, covering their mouth and nose, they can exit the vehicle.
- 5. After receiving hand sanitizer, they will be permitted to enter the building.
- 6. Consumers need to follow the arrows and social distancing markings to their assigned line; New Star staff will be available to help.

C. Pick-up Procedures

- The following process will be followed when picking up consumers:
 1. Family and staff should line up outside the door at which they dropped the consumer off
 2. Program dismissal will begin at 11:45am and 5pm
 3. Once you pull up to the door a staff member will come out and then call for your consumer.
 4. All consumers will wait on their line until their name is called
 5. Consumers will follow the floor markings out to their vehicles

D. Other Guidelines

- Please note, consumers will not be checked in or released through the main entrance of the building during drop off or pick up times.
- The above process will be completed for individuals arriving via Pace Paratransit. Should an individual present a fever or other symptoms of COVID-19, or answer yes to health screening questions they will not be permitted to enter the program and arrangements will need to be made to pick them up immediately. New Star will not be providing transportation.
- New Star asks that you make every effort to schedule appointments outside of the program times. However, we understand that this is not always possible. If you are dropping off a consumer after morning drop off has been completed please bring your consumer into the main entrance and wait with them as their health screening is being completed. Once the screening is complete the consumer will be allowed into the building and escorted to their line.
- The following tool will be used to document daily screenings for each individual:

Community Day Services Daily Consumer Health Screening and Temperature Check

Name: _____ Time: _____ Date: _____

Have you had any of the following symptoms in the last 24 hours:

	Yes	No
Cough or Sore Throat		
Shortness of Breath/Difficulty Breathing		
Fever Over 100.4°F/Chills		
Muscle Pain		
Headache		
Congestion or Runny Nose		
Loss of taste or smell		
Nausea, Vomiting or Diarrhea		
Mask Present		Cannot Attend Without Mask
Current Temperature		

