

Vendor Number: HW0575  
Service Code: 805  
August 11, 2020



## **GrayColors Terms of Service and Guidelines**

### **Purpose and Goals of Service**

Our purpose and goal is to a) provide quality in-home services (i.e. consumer' home or day facility) to families whose infant has a developmental delay and/or disorder and create a nurturing atmosphere for the infant; b) to make use of resources within their direct environment, utilizing parents, caregivers, and/ or authorized consumer representative to assist the infant in meeting their IFSP goals and retaining these goals; c) creating a knowledge rich atmosphere so that the consumer can grow and those around them are able to facilitate the growth process everyday.

The core value of GrayColors is to provide respect to all families and facilitate great communication to enrich the child's natural environment. In addition, GrayColors will work to attain goals within and beyond the IFSP if they are developmentally appropriate and beneficial for the child's growth and well being.

### **Consumer Attendance Policy**

The consumer is expected to be present and on time for every session. If the consumer must miss a session, GrayColors should be contacted by phone or email to inform of the planned absence at least 3 hours before the original planned session. If a consumer should fail to inform GrayColors of an absence, it will be recorded as an unplanned absence. If there are 5 consecutive unplanned absences, GrayColors will notify the regional center immediately.

GrayColors will make the effort to assure the attendance of the consumer by having set days and times of service for the consumer and by working with the consumer's parents, caregivers, or authorized consumer representative if these set days and time no longer work for the consumer.

In addition to the attendance of the consumer, there must always be at least one parent, caregiver, and/ or authorized consumer representative present to observe and participate during sessions. It is recommended for all adults participating in the session wear a mask or face covering. To keep documentation of sessions attended, consumers parent, caregiver, or authorized consumer representative must sign an attendance log sheet at the end of each session.

### **Health/ Sick Policy**

If your child or someone in the household is sick or showing any sign of illness (i.e. coughing, sneezing, runny nose, sore throat, fever, etc.), please notify your provider as soon as possible so that your current in-person session can be cancelled and

rescheduled at a later date or rescheduled via telehealth. In-person sessions can be resumed 2 weeks after all symptoms have stopped.

If your provider or someone in their household is sick or showing any sign of illness, they will notify you as soon as possible so that your current in-person session can be cancelled and rescheduled at a later date or rescheduled via telehealth. In-person sessions can be resumed 2 weeks after all symptoms have stopped.

A special incident report must be submitted to the regional center for any individuals who have tested positive for COVID-19, receive medical attention for COVID-19 related symptoms, and any COVID-19 related death.

### **Safety Guidelines**

Before every session, providers and families are required to fill out a self health screening. The screening will include questions to help families reflect on their current health and symptoms to assist with the prevention of spreading illness. The results of the screening could result in a deeper discussion with their provider and/or cancellation of current in-person sessions for a minimum of 2 weeks. In the case of the cancellation of in-person sessions, telehealth services is an option during the 2-weeks.

All sessions are recommended to occur in an open outdoor space. If this is not possible, a sanitized indoor space with air flow is recommended. Upon arrival, the consumer's temperature will be checked with a contactless digital thermometer. A temperature over 98.6° will result in an automatic cancellation of the current session. The GrayColors service provider will wash their hands with soap and water before and after every session. If this is not possible, providers will sanitize their hands with hand sanitizer.

It is recommended for all adults (i.e. providers, parents, caregivers, etc.) and any consumer over the age of 2 participating in or within 6 feet of the session wear a mask or face covering.

If a family is not satisfied with these safety guidelines and would not like to participate in in-person, there is an option to continue service via telehealth until they are comfortable with resuming in-person.

### **Expected Level of Participation**

Consumer's parents, caregivers, or authorized consumer representative must be present during the entire duration of the session to observe and participate in the session. Parents, caregivers, or authored consumers are expected to review session activities throughout the week with the consumer.

### **Holidays**

Services will be cancelled the following uniformed holidays and will need to be made up within the same month:

- Independence Day
  - Labor Day
  - Veterans Day
  - Martin Luther King, Jr. Day
  - Presidents Day/ Washington's Birthday
  - March 31
  - Memorial Day
- Christmas Eve
  - Christmas Day
  - Day after Christmas
  - Thanksgiving Day
  - Day after Thanksgiving
  - New Years Eve
  - New Years Day

**Consumer Grievance Procedures**

If there is a need to communicate a grievance, the consumer's parents, caregivers, and/ or authorized consumer representative must do so with their assigned GrayColors staff and/ or staff supervisor. Consumers and their families will be able to have contact in person, by telephone, or email to express description of the issue and any way they believe it can be resolved. A representative of GrayColors will meet with the consumers parents, caregivers, and/ or authorized consumer representative to review the issue and make a plan to resolve it within describing the grievance and the plan for resolution. This report will then be secured in GrayColors files, distributed to the consumer's family, and their Regional Center Service Coordinator within 10 days of the meeting.

If the consumer's parents, caregivers, and/ or authorized consumer representative are not satisfied with the planned resolution of the issue, the GrayColors chairperson will meet with the family within seven days of the reported grievance to assist in developing a new grievance resolution plan. The grievance and new plan will be written in a report and secured in GrayColors files, distributed to the consumer's family, and their Regional Center Service Coordinator within 10 days of the meeting.

If the consumer's parents, caregivers, and/ or authorized consumer representative are uncomfortable discussing the grievance with their assigned GrayColors staff/ supervisor, the GrayColors chairperson will meet with the family to assist in developing a new grievance resolution plan within seven days of receiving the grievance. The grievance and plan will be written in a report and secured in GrayColors files, distributed to the consumer's family, and their Regional Center Service Coordinator within 10 days of the meeting.

Consumer's parents, caregivers, and/ or authorized consumer representative will be given a list of contact information which includes the telephone number and email address of their assigned GrayColors staff member and supervisor, GrayColors Chairperson, and their Regional Center Service Coordinator upon entering the GrayColors program. The consumer's parents, caregivers, and/ or authorized consumer representative will receive this contact information on or before the first session and receipt of the contact list will be documented in the consumer's file. Any changes will be updated directly with the family and documented in the consumer's file.

**Disclaimer**

While these guidelines have been put into place for the safety and well being of all families and providers, we assist multiple families in a day and cannot guarantee there will not be a spread of any illness from one family to the next. We will continue to do our part by washing and sanitizing our hands, changing our shirt, changing our pants, changing our masks, and covering our shoes between each family. All cloth items will be worn once before being washed to help reduce the spread of illness. If toys and other items are needed, they will be immediately sanitized after use.

Please sign below to indicate that you have reviewed with your GrayColors provider, received a copy of, understand the terms of service, and understand the risk factor of in-person service. Also, please check off your preferred delivery of service.

- I prefer to have in-person sessions and understand the risk factor
- I prefer to have my sessions via telehealth

**Caregiver/ Parent**

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**GrayColors Representative**

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**WRC Service Coordinator**

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date