



ADULT LIFE ENRICHMENT (ALE) PROGRAM FREQUENTLY ASKED QUESTIONS

- **How is The Arc keeping everyone safe?**

Safety remains our top priority. We have taken all necessary steps to ensure the safety of our participants and staff. We are following guidance from the Centers for Disease Control, State, County, and City health agencies, and public officials to update our policies, practices, and procedures to ensure the highest standards of cleanliness and hygiene.

Before entering the building everyone, including participants and staff, is required to wear a mask or face shield and complete the following screening:

- Have temperature checked with touchless thermometer by appointed staff person
- Answer confidential COVID-19 related health questionnaire
- Wear daily color-coded, dated sticker
- Wash hands according to CDC guidelines immediately after completing screening

Participants complete the screening while in the vehicle with their care providers. If anyone answers “yes” to any item on the questionnaire or registers a temperature at or above 99.6, he or she is sent home immediately.

We select ALE participants who, through communication with their care providers/parents, could follow the new health and safety policies, including wearing masks or face shields, maintaining social distance, and regular handwashing.

Currently, we are able to offer ALE programming in the gym while participants maintain social distance through spacing seating at least 6 feet apart and the use of sneeze guards, as well as wearing masks or face shields. Each participant also has individual totes of supplies to use throughout the day, minimizing sharing of objects.

In addition, we continue to offer daily virtual programming for our ALE participants, allowing everyone to connect with their friends and the community on site.

- **What are the ALE program hours of operation?**

The ALE hours of operation are from 8:15 a.m. to 3 p.m. We changed the hours of operation to ensure we have time to properly clean the facilities at the end of each day.

- **What are the activities included in the ALE program?**

The individuals served in this program are encouraged to develop their unique talents and interests through experiential learning opportunities, including arts and crafts, music, movement, reading, virtual activities, and fun and games. We continue to look for creative ways to empower each individual to identify and work towards personal goals and aspirations at this time.



- **When is The Arc going to open the Pam Stephens Center?**

The decision to cease operations of the ALE program the Pam Stephens Center was difficult, but necessary. At this time, we do not have an estimated opening date, but will keep you informed through our weekly emails and monthly care provider meetings.
- **When is The Arc going to open up to more participants and what are the criteria for the participants returning?**

This decision largely will be driven by the level of community spread of COVID-19 over the next few weeks and months. We will keep you informed through our weekly emails and monthly care provider Zoom meetings.

To be able return, the participant must adhere to the new health and safety policies, including:

 - Wearing a mask or face shield all day, except during breaks and lunch
 - Maintaining social distance
 - Maintaining proper hand sanitation
- **When is The Arc going to open to participants with higher level of needs?**

Because safety remains our priority, we will continue to assess when we can open to individuals that require a bit more direct care and support.

The decision to serve participants with higher level of needs will be driven by the level of community spread of COVID-19 over the next few months.

We will keep you informed through our weekly emails and monthly care provider Zoom meetings.
- **What happens if someone tests positive for COVID-19?**

If someone tests positive for COVID, he or she may return to The Arc when all three of the below criteria are met:

 - At least 3 days (72 hours) have passed since recovery (resolution of fever without the use of fever-reducing medications).
 - The individual has improvement in respiratory or COVID-19 symptoms (e.g., cough, shortness of breath, body aches, and loss of taste or smell).
 - And, at least 10 days have passed since symptoms first appeared.

If someone has symptoms that could be COVID-19 and wants to return before completing the above self-isolation period, the individual must obtain a medical professional's note clearing the individual for return based on an alternative diagnosis.

If it has been less than 7 days since someone who has tested positive has been in the building, areas used for prolonged periods of time by the sick person will be closed off for at least 24 hours and then thoroughly disinfected.



- **What happens if someone is feeling/looking sick at The Arc?**

If an individual becomes ill or develops any of the above symptoms at any time during the day, the caregiver will be contacted immediately. The symptomatic individual must be picked up as soon as possible. We will allow a two hour time frame from the point of initial contact, but would highly recommend sooner.

The individual will be isolated from all others while waiting. If an individual who resides in a group home is not picked up within the two-hour timeframe, a supervisor will be notified. If repeated requests for any individual to be picked up are ignored, further action will be taken by The Arc of San Antonio.

- **Who is on staff at The Arc?**

Due to the significant impact of the COVID-19 pandemic on The Arc of San Antonio's ALE program enrollment, we have made the difficult decision to restructure staff to meet the needs of our participants, care providers, and the organization, as we currently are servicing approximately 15 percent of our "normal" participant population.

Elisa Williams currently oversees the daily operational management of the ALE program and serves as the supervisor for our West Avenue location. Willie Rodriguez, supervisor of the Pam Stephens Center location, and Jeanne Calvert, RN, report to Elisa. In addition, Bennie Davila, Linda Gross, and Donald Thomas are currently on staff.

We strive to stay below the 1:10 staff-to-individual with intellectual and developmental disabilities ratio mandated by the State of Texas. We seek to provide a wide range of person centered, choice driven recreation/socialization activities that enrich the lives of each participant.

- **What happens if my individual can't come on a scheduled day?**

If your individual is privately funded, you only need to notify the staff of his/her absence. If your individual is funded through a state program, you will be assessed a \$25 fee for each scheduled day missed unless the absence falls under one of the exceptions listed on the Financial Responsibility Agreement (illness lasting more than 3 days, hospitalization, suspension from the program at The Arc's request, two weeks' vacation with prior notice, or an Arc-imposed program closure).