

**VIP Quality Services, LLC (VIPQS)**  
**Pandemic Policy and Protocol Guidelines**  
**Regarding COVID-19**  
**(Based on guidance from KDADS and JCDHE)**

**Effective: July 13, 2020 Updated 9/17/20, Updated 9/14/21**

**Day Service**

1. VIPQS day Service will conduct assigned groups consisting no more than 20 individuals.
2. VIPQS day service program hours of operation will be Monday - Friday 7:00 a.m. - 3:00 p.m.
  - a. VIPQS day service facility will utilize 851 entrance/exit for client drop off between the hours of 7a.m. - 8:30 a.m. For arrival between 8:30 a.m. - 9:00 a.m., and for special arrangements, utilize the 863 entrance.
  - b. Clients will need to remain in her/his car until VIPQS staff has completed temperature check.
  - c. Clients need to arrive no later than 8:30 a.m. due to our planned activities.
  - d. Clients will have scheduled activities that they will transition to.
  - e. Clients will be assigned to a group.
  - f. Clients who arrive after 8:30 a.m. will need to call the front desk at (913)712-8588 and park in the appropriately marked parking spot. The front desk will then come out to your car and do the morning check in procedures.
  - g. Absentees and appointments need to be communicated to our front desk by emailing [anita@vipqualityservices.com](mailto:anita@vipqualityservices.com) or calling (913)712-8588.
3. All VIPQS visitors will need to call the front desk at (913)712-8588 during our office hours of 8:00 a.m. - 3:00 p.m. for check in protocol, and must wear a mask, before entering the building.
4. Morning Check In for staff and clients:
  - a. Temperatures of staff and clients will be checked.
    - i. Staff temperature will be checked before entering the facility. Only one staff at a time will approach the temperature check station.
    - ii. Clients will remain in their vehicle at their designated entrance until VIPQS staff has checked temperature.
  - b. A temperature of 100.0 degrees or higher:
    - i. Individual(s) will not be allowed in the facility.
    - ii. Individual(s) may return to the facility if they receive a negative COVID-19 test result or when they are symptom free for 14 days.
5. If a client/staff develops a fever or shows other symptoms (see list below) of illness while at the day serve the client/staff will be required to go home. The designated contact will be notified to pick up the client. While the client is waiting for their ride, she/he will be isolated where she/he can be observed.

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- a. Exhibiting Primary symptoms (at least one):
    - i. Primary symptoms (at least one):
      - (1) Cough
      - (2) Fever of 100.00 degrees or higher
      - (3) Shortness of breath
      - (4) Difficulty breathing
      - (5) Loss of taste and/or smell
    - b. Exhibiting Secondary symptoms (at least two):
      - (1) Chills
      - (2) Muscle or body aches
      - (3) Headache
      - (4) Sore throat
      - (5) Diarrhea/nausea/vomiting
      - (6) Congestion/runny nose
      - (7) Extreme fatigue
  - c. They will be able to return when symptom/temperature free for 14 days or receive a negative result on a COVID-19 test.
6. Face Mask and Social Distancing:
- a. VIPQS day service staff will be required to wear a face mask when the county mandates the wearing of a face masks in public.
  - b. Staff will be required to wear a mask at VIPQS when they have not received the COVID-19 vaccine in order to adhere to COVID-19 exposure guidelines from the JCDHE.
  - c. Clients wearing masks is optional and will be provided by the client.
  - d. Clients who come to the day service wearing a mask will be encouraged throughout the day to keep it on, along with 6' distancing, at all times.
7. Personal Items – clients shall not bring lunch boxes, reusable containers, electronic devices (cell phones will be and exception) or any other items that will need to be returned home from the day services facility, unless the item is medically necessary or written in a plan.
- a. All clients will be asked to bring a disposable sack lunch unless medically necessary. Refrigeration and heating devices will be available. Reusable lunch boxes will not be allowed. We are not be responsible for any reusable containers sent with clients from home.
  - b. Clients should bring a refillable drink container on the first day of returning to VIPQS day service facility. This container will be clearly labeled with the client's name and remaining at VIPQS day service facility. Staff will ensure the container is clean and sanitized each day. Staff will also, ensure clients have water as needed throughout the day.
  - c. All personal belongings will need to be able to fit into their lockers.

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- d. Client is responsible for supplying their own utensils, napkins, or any condiments. We are not responsible for supplying these items.
- 8. All surfaces and equipment will be sanitized daily, at a minimum, and hand sanitizer and/or hand washing stations will be in every room.

Residential

- 1. Staff starting their shift at a VIPQS houses should take their temperature before arriving at the house. Residential client's temperature should be taken before leaving their homes in the morning. Staff will follow the temperature guidelines.
- 2. Staff bringing clients to the day service facility:
  - a. Shall not arrive any earlier than 7:30 a.m.
  - b. Clients shall be dropped off at the 851 door.
  - c. Staff will only exit their vehicle if a client needs assistance getting out of the vehicle. Day Service staff will assist beyond this with getting clients into the appropriate room.
- 3. Residential staff will follow visitor protocols while at the VIPQS office.
- 4. Pick up and return of clients by parents/guardians/family:
  - a. Communicate any dates and the time you will be picking up your individual to Shelbie at least two days in advance. This information is necessary so staff can have the client ready to be picked up.
  - b. Call the house phone to notify staff you have arrived.
  - c. Wait at the front door/garage and staff will send your individual out to you.
  - d. Upon return of clients call the house to notify staff you are returning client.
  - e. Upon return clients will enter through the front door/garage and not enter the house until staff has checked their temperature.
- 5. Do not return a client if:
  - a. Exhibiting Primary symptoms (at least one):
    - i. Cough
    - ii. Fever of 100.00 degrees or higher
    - iii. Shortness of breath
    - iv. Difficulty breathing
    - v. Loss of taste and/or smell
  - b. Exhibiting Secondary symptoms (at least two):
    - i. Chills
    - ii. Muscle or body aches
    - iii. Headache
    - iv. Sore throat
    - v. Diarrhea/nausea/vomiting
    - vi. Congestion/runny nose

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- vii. Extreme fatigue
  
  - c. Who has traveled:
    - i. If any of these items above have occurred, the individual must remain with you until symptom free for 14 days, or receive a negative COVID-19 test result.
    - ii. One should not travel to locations that are having large outbreaks of COVID-19 cases. The Kansas Department of Health and Environment frequently updates the list of locations where people will need to quarantine for 14 days after arrival in Kansas. This applies to both Kansas residents and those visiting Kansas. Go to [coronavirus.kdheks.gov](https://coronavirus.kdheks.gov) for the latest information.
6. Outside visitors that have not been vaccinated while clients are home are asked to wear a mask due to COVID exposure guidelines from JCDHE.
7. If a residential client at VIPQS were to test positive for COVID-19 they will be quarantined to their bedroom and they will have 24-hr staff at their house assisting them with all their needs.