

Jewish Family Service of St. Paul

Frequently Asked Questions (FAQ)

Guidelines for Covid-19 home-based in person services

Purpose: This document is designed to support JFS employee understanding of [Covid-19 Guidelines for home-based in-person services document](#). Please contact the CEO with questions about this information. This document may be updated at any time.

What if the client does not want to meet in-person?

Provide the visit remotely. The in-person option should be offered as a choice. It is up to the client.

What if I am not comfortable providing in-person services yet?

Provide the visit remotely. At this point, staff are not required to offer in-person services.

Should I ask my client to provide documentation of vaccination (e.g. vaccination record)?

No. Verbal confirmation is sufficient to determine if client meets criteria of being fully vaccinated. The Acknowledgment and Agreement Form includes client agreement of being fully vaccinated but we are not asking to see any documentation.

Does my client have to sign the [Covid Consent for In-Person Home Visit Form](#) before the visit takes place?

No. You may bring the form to the visit and have the client sign it at that time.

Are we asking others attending the meeting to be fully vaccinated or sign the consent form?

No. We are only asking this of our clients.

What if I arrive to the visit and the client and/or others present are not wearing masks?

Ask them to put on masks and provide disposable masks if needed.

What if the client/and or others present are unable or unwilling to wear masks?

Use your judgement to determine if the situation is safe. Can you maintain at least 6 feet distance from others? Can you open a window? If you do not feel comfortable, reschedule the visit.

Our Mission: Inspired by Jewish values, Jewish Family Service of St. Paul helps individuals and families build on their strengths to develop the skills and confidence to meet life's challenges with dignity.

Our Vision: To be one of greater St. Paul's most effective organizations in helping people from diverse cultural backgrounds successfully navigate the expected and unexpected changes in their lives.

What if I arrive to the visit and discover that the space in which we are meeting does not allow for us to be spaced 6 feet apart?

Use your judgement to determine if the situation is safe. Can you maintain at least 3 feet distance? Is the setting well ventilated? If you do not feel comfortable, reschedule the visit.

If the client lives in a residential setting, can the visit take place in a common area such as a conference room or shared space?

Yes. As long as other guidelines can be met, such as maintaining six feet distance from others.

Can the visit take place in an indoor public space in the community (e.g. coffee shop, mall, library)?

No. However, outdoor public spaces are permissible for visits.

Can the visit take place at the JFS office?

No. The [Remote Operations Plan](#) is still in place, and the office remains closed to clients and non-staff. The procedures for staff to access the building that are detailed in the remote operations plan remain in effect.

Do these guidelines cover transportation for a client?

No. These guidelines only cover visits in homes. We are not providing transportation at this time.

I have not decided if I will take the Covid-19 vaccine, or I do not plan to take the vaccine. What does this mean for my ability to provide in-person services in future?

Unknown at this point. JFS has not yet developed our Covid Vaccine policy.