

**Sunshine Village**  
**REBUILDING PLAN**  
**REQUIREMENTS for a SAFE RETURN TO SERVICES**

Established April 1, 2021  
Revised July 8, 2021 - **September 3, 2021**

During the remainder of the 2021 calendar year, due to continuing space restrictions, transportation restrictions and staffing issues, we will accept clients on the following basis:

- Returning and new clients who want / need full time (30 hour) services.
- Sunshine Village may offer a “trial” period – **ranging from an hour to 10 days** - to see if a client is able to meet the new expectations consistently.
- **If at any point expectations are not being followed, in-person services will be suspended.**

Given both spacing and staffing issues, not all clients will be able to return to Sunshine Village in 2021. Sunshine Village will work to accept as many clients as possible, but will remain vigilant and true to these criteria, to protect the safety of the clients already in services and the employees supporting them.

**WAITING LISTS:** Due to the workforce crisis that is severely impacting the human services industry, resulting in the organization’s inability to hire competent, caring professionals in a timely manner, each program will have a “waiting list.” Returning and new clients may choose to be placed on a waiting list for a specific site – or more than one waiting list for different sites. Services will be offered when staffing and space is available.

**TRANSPORTATION:** Transportation, when provided, SSV will include a requirement that the client attends the CBDS program closest to their home. Transportation provided by MassHealth (Life Engagement / Day Habilitation programs) may have their own mileage restrictions.

**PROGRAMMATIC EXPECTATIONS:** All returning and new clients must understand that services are different than pre-pandemic conditions. Clients and staff are staying in the same group in the same programmatic area as much as possible – although the weather may allow for outdoor programming.

- The daily schedule includes many sit-down projects throughout the day – and all clients will need to be able to stay seated for a minimum of 15 consecutive minutes before needing a short movement break.
- **All clients will be expected to utilize soap/hand sanitizer in a safe and appropriate manner.**
- **Clients will be expected to manage stressors appropriately within their environment without the need for low-distraction quiet rooms. Space previously utilized for sensory breaks are not available due to the need for social distance and COVID isolation areas.**
- **Clients requiring hands-on behavioral supports and physical management procedures including supportive guide and restraint are not able to return.**

Given the on-going need for heightened levels of safety for all our clients and all our employees within our IN-PERSON SERVICES, we will also require that all returning and new clients follow safety protocols consistently. These protocols are detailed below:

**I will treat everyone with dignity and respect.**

- I will be respectful of others and appreciate personal boundaries and personal space.
- When required, I will respect social distancing requirements of up to 3 feet.
  - I will not hug, kiss, shake hands, fist bump or touch others.
- I will be kind and thoughtful during my interactions.
- I will respond appropriately to redirection from support staff.

**I will help make environments healthy and safe by following all safety standards and protocols outlined in the Covid-19 Control plan, including:**

- I will wear a mask; as able.
- I will wash my hands and/or use hand sanitizer frequently and as requested.
- I will stay in my assigned seat and use the assigned restroom.
- I will use my assigned supplies / equipment. (Some supplies, furniture and equipment can be shared if done in respectful ways.)
  - When sharing supplies, equipment and/or furniture, I will always practice appropriate hygiene etiquette.
- When walking around program areas, I will always practice appropriate etiquette.
- I will only bring in my lunch and other approved essentials from home each day.

*We appreciate the commitment from all our clients, their families and caregivers during this difficult time. Thru the end of 2021, we will continue to offer a variety of VIRTUAL AND REMOTE SERVICES for clients who are unable or unwilling to return to IN PERSON SERVICES.*