



## Frequently Asked Questions Related to Virtual Services & Reopening

- **Can we do the classes while we are on vacation?**

Yes. Our virtual classes are accessible through [stmisc.teachable.com](http://stmisc.teachable.com) and have no time of day limitation as long as there is internet connection. Live classes can be accessed during their scheduled class times.
- **Will you provide us with laptops/tablets/iPads if we do not have one or do not have enough? Will there be one for each person who attends SMSC in the same house or do they have to share?**

SMSC has a limited supply of IT equipment that we can lend out and it's provided on a first come, first serve basis. If you need equipment, etc. you should contact SDRC, as they have a number of programs that can assist you with getting Wi-Fi and/or equipment.
- **Are other housemates allowed to join in on SMSC zoom classes if they are in another programs?**

Yes, persons from other programs are more than welcome to participate. The host will ask for their names and the programs they are attending, as this is needed for our records.
- **When are you planning to open back up?**

The date of reopening remains uncertain and is dependent upon direction/guidance from DDS, CCL and SDRC. We are working closely with the County as well as SDRC and CCL to identify a date. We will continue to update you as we get closer to the date.
- **What is your plan when you open back up?**

We continue to work on our safe reopening plan to assure that it meets all health and safety guidelines. This is a complicated process and we ask for your patience and support as we work towards this common goal. Once the plan is approved it will be posted on our website for your review.
- **How do you plan to keep everyone safe once you are back to running the program with students on site?**

Following state and county guidelines is our priority, which includes assuring the health and safety of all program participants and staff. The safe reopening plan will go into more detail about this, and a copy will be provided to everyone once approved. Again, everyone's safety is our primary concern.
- **Can staff work additional hours during a home visit?**

Currently home visits are limited to 1-1.5 hours. This may change as demands for home visits increase.
- **What is considered the minimum virtual programming participation required of consumers?**

At this time, participating in at least 1 activity per day is our expectation. This would include participating in one of the following: live virtual class, program social hours, watching a prerecorded class on [stmisc.teachable.com](https://stmisc.teachable.com), having a home visit, 1-1 zoom visit or phone conversation.

- **How do I get assistance on how to use [stmisc.teachable.com](https://stmisc.teachable.com)?**

If you need help, let us know and we will be happy to either walk you through the process by phone, or if needed, visit your home and assist.

- **Do consumers need to wear a mask?**

DDS has determined that when programming reopens organizations cannot deny programming to someone who is unable or unwilling to wear a mask due to their disability.

- **Can consumers use a face shield instead of a mask?**

Yes. The CDC has determined that this is an effective way to limit disease transmission.

- **What if my child/client is not capable or interested in virtual programming? (For example: no patience, inability to focus, already participating in other activities, etc.)**

We have found that virtual classes can be surprisingly more effective, intimate, and engaging for our clients who have a very limited ability to participate, sometimes more than when onsite. If it is difficult for them to focus, we would be happy to have our staff visit them at home to help get them focused, even for 10 minutes.

**What if the student is currently working/volunteering; is that enough?**

Yes, those individuals that are working or volunteering during the week have met the program's participation requirement.

- **What if they only do 1:1 Zooms, does that count?** Yes, a 1:1 zoom would meet the participation requirements.

- **What if, due to a parent's schedule, they are not able to do the virtual classes during the day or classes in the evening?**

We realize this is an issue for some. You can enroll in our pre-recorded classes at [stmisc.teachable.com](https://stmisc.teachable.com) where we have over 100 15-20 minute classes in all the same areas. We would be happy to assist you in logging in if needed.

- **If students are in contact with their case manager, is that okay?**

Yes of course, feel free to contact your case manager at any time.

- **Why do they have to be enrolled in classes?**

The agency wants our students to stay involved in programming and not be isolated during the pandemic. In addition, continued participation in these activities assures a student's placement.

- **How do we determine who gets to come back?**

Which students return and when they return has not been determined at this time. Again, we will be following State, DDS, SDRC and CCL guidelines for direction regarding health and safety. We ask for your patience and understanding while we work through this challenging time. Regaining some semblance of normalcy is our goal.

- **What does this email mean with regard to class participation?**

We regularly send out emails to update you on virtual class schedules so that you are able to access them on time. It is our expectation that you will access the classes on a daily basis. If you are not able to access them, please inform your case manager so that we can assist you in participating in the classes. It is essential for you to participate in

the various activities that are being provided by SMSC, including the virtual and online classes.

- **Do I need to enroll each person that attends SMSC or can I enroll one and have the others watch that class?**

It is enough to enroll 1 person. We have a staff who monitors the participants of each class and will document the additional participants from your home. The class monitor may use the chat box to ask you specifically the names of the participants if they are unable to view the other participants. As for the teachable classes, it is more difficult to monitor who participates in these because each participant must have their own email address which is not always possible. We will let you know once we have a more efficient way to document those who participate in the teachable classes.

- **Who determined this (enrollment) requirement?**

The department of Developmental Services has provided specific guidelines through the non-residential services directive dated 8/31/2020. You can view the entire document on their website at [dds.ca.gov](http://dds.ca.gov).

- **What happens if I do not enroll and participate?**

If you do not or are unable to enroll in our online classes, please contact your case manager and they will discuss with you what alternatives are available in order to remain enrolled in our programming.

- **Will we be dropped from SMSC if we do not participate?**

Not necessarily. It depends on if you are participating in some of the other activities that we offer. It is important to contact us to discuss challenges you are facing in this regard.

- **Will a phone call count as a class?**

Possibly, as long as the contact is directly with the program participant. Contact with the caregiver or family member does not count. If the individual is non-verbal, then phone contact cannot count. The individual will need to participate in one of our other activities, including home visits, 1-1 zoom calls, live virtual classes, or prerecorded classes on our website, [stmisc.teachable.com](http://stmisc.teachable.com).

If you have any other questions, please reach out to your Case Manager. Thank you!