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GAVIN NEWSOM
GOVERNOR

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TO: IN-HOME SUPPORTIVE SERVICES PROVIDERS

**SUBJECT: INFORMATION ABOUT THE CORONAVIRUS DISEASE
2019 (COVID-19) FOR IN-HOME SUPPORTIVE
SERVICES PROVIDERS**

This letter is being sent to all In-Home Supportive Services (IHSS) providers to provide additional information about the coronavirus disease 2019 (COVID-19).

You are receiving this letter because you may be providing IHSS service to one or more recipients who may be in one of the groups of people that the Governor of California or your local authorities have urged to isolate themselves at home in order to keep from getting sick.

COVID-19 can cause mild-to-moderate respiratory illness. Symptoms are very similar to the flu, including fever, cough and/or shortness of breath.

You can protect yourself and the IHSS recipient(s) you serve by:

- Washing your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing, or having been in a public place.
- Avoiding touching your eyes, nose, or mouth with unwashed hands.
- Avoiding close contact with people who are sick.
- Staying away from work, school, and other people if you become sick with a fever, cough, or respiratory symptoms.
- Eliminating or minimizing visitors.

Please note that after meeting certain criteria, IHSS providers accrue eight (8) hours of sick leave. Your sick leave hours can be claimed through the

Electronic Services Portal or by submitting a paper sick leave claim (SOC 2302). IHSS providers can utilize accrued sick leave in addition to working all of the IHSS hours assigned to them without incurring an overtime violation. You can find the number of available sick leave hours you are eligible to claim on your pay stub.

If you become ill or are experiencing the symptoms listed above, it is advised that you do not report to your recipient's home. Instead, you should call your IHSS recipient and let them know you are ill, so they can contact another provider or their local county office to request assistance with finding another provider.

Please be advised, if you are not experiencing symptoms and have not tested positive for COVID-19, you should continue to provide services to your IHSS recipient. The State and county are working hard to make sure you and your recipient remain safe and healthy. Please follow the guidelines described in this letter to prevent yourself from getting sick by washing your hands for at least 20 seconds, avoid touching your face, and follow public health guidance about other gatherings or activities.

In certain circumstances, you may be eligible for Unemployment Insurance Benefits, Paid Family Leave and Disability Insurance Benefits. For more information, please refer to the Employment Development Department [FAQs](#) and the [Resources for Employers and Workers](#) from the Labor & Workforce Development Agency.

Please also see CDPH's [website](#) with more general information regarding COVID-19.