

Supporting people, their families, and the people that support them through COVID-19:

A Service Provider Perspective

Scott Shepard, Avenues SLS



As everyone has experienced, everything is fluid, with daily changes related to supporting people to deal with COVID-19

- Our efforts over the past week have been to use Person-Centered Practices to (one person at a time) develop the following for each person we support:
 - Education plans for each person we support and the team & family members that support them regarding COVID-19
 - COVID-19 transition books (in writing, with pictures, etc., personalized to each person's learning needs) to help explain the changes in routines people are experiencing in their lives, and letting them know that we are not the only ones impacted
 - Staffing/support plans to minimize the number of people folks are in contact with (no more than 3 per team ideally).
 - Plans to ensure people in CIE have coaches & safety procedures based on where they work

Some Concerns for Providers:

- We are accruing lots of overtime due to Sheltering in Place (at home) while minimizing the number of team members/housemates each person is in contact with. We hope that there will be easy solutions to get reimbursed for what is needed.
- We also have staff who are losing hours due to people Sheltering in Place (limiting to 3 staff per team ideally). We are working to have these staff work to purchase needed foods & supplies and drop them off at people's residences without going inside (especially for people who are the most vulnerable)
- Limit staff from working/supporting people in multiple settings (this includes staff who have multiple jobs and who spend time in multiple and/or crowded environments)
- We are identifying back-up support options for each team in the event of a sickness within the team and how to quarantine in home



Sample COVID-19 book - Ronda

How the COVID-19 Pandemic is impacting our routines, our lives:

L.A. has shut down eat in restaurants, including California Chicken Cafe (restaurants only offer Take-Out or Drive-Thru now)

NLACRC has CANCELLED all face-to-face meetings due to COVID-19 for the next month

California has directed that people over the age of 65 should **Shelter In Place** (stay at home) to slow down the spread of this Pandemic until it can be cured

Schools have closed, so some staff who are parents need to stay home with their kids instead of go to work

Sheltering in Place means that LESS people will be supporting people. Avenues is trying to have only 3 people with each person so that less people get sick with the virus!



Ronda's Book (continued)

Your roommate R is going to continue to live with you. **V** will be there too when she isn't with her mom, and **G** will also be supporting you. **J** is going to stay with her roommate at their apartment so you won't see her.

Your friends who are staying home in their apartments will be frustrated and lonely, so they want to see you on their computer when you and your roommate Facebook with them.

Things to help AVOID the virus:

- WASH your hands! (a lot!)*
- Keep social distance of 6 feet from others*
- Clean counters and door knobs*
- DRINK lots of water (this helps to kill the virus)*

-X, Y, Z (other people you know) are also sheltering at home to avoid catching the virus.

Funding Concerns for Providers:

Yesterday (WED) Congress passed and President Trump is expected to sign the Families First Coronavirus Response Act which, among other benefits, provides many employees in the US with up to two weeks of paid sick leave and up to 12 weeks of protected and partially paid Family and Medical Leave Act leave for absences from work to: The Act requires employers with fewer than 500 employees and government employers to provide employees with this additional paid sick leave

WILL DDS provide providers with increased rates or funding pass-throughs to accommodate these needed increased benefits for staff?

As everyone has experienced, everything is fluid, with daily changes related to supporting people to deal with COVID-19

- **Based on input from the DDS, here are some of the directives we have seen or expect to see:**
- Community Based Day Programs have authority to provide programming in people's homes
- Check-ins and virtual support for people as well as “tele-service” and creative ways to assist people to maintain connections and support mental health during the day are encouraged. DDS has posted some guidelines (3/18/20) for flexibility and waiving some requirements in supports:
- https://www.dds.ca.gov/wp-content/uploads/2020/03/DDSDirective_AdditionalWaivedRequirements_03182020.pdf