State of Emergency – “Stay at Home” due to COVID-19

As you are all aware, the Governor issued a Stay at Home order on 3-19-2020. I know many of you are going stir crazy at home, but these instructions are for your health and safety, as well as for the individuals and families we serve. At this time Regional Centers are still considered essential services. However, the State is now very concerned about exposure.

As such, please keep in mind the following, as this is a Directive from CVRC’s Executive Director to you:

- **We do not want anyone in any CVRC office until further notice.**
  - At this time the anticipated end date may be through April 30th. However, this date may change.
  - If you have something you urgently need, you must clear it with the AD, retrieve what you need and leave.
  - This is for your health and safety as well as for the health and safety of others. ADs will need to track who has been in the building and with whom individuals have had contact in the event of known or suspected exposure.
  - No one shall be working from their CVRC desk, you are all set up for telecommute, this includes Managers.
  - If the Executive Director, or Director of Operations need you in the office for essential duties, you will be informed.
  - Access to forms is available through CVRC Sharepoint.
  - There is no printing of IPPs at this time. Individuals and families may be sent a draft copy through secure encrypted email.

- **We are not authorizing field work at this time.**
  - We don’t want you going into homes at this time. If we need to deploy you into a home for any reason, only the Chief Counselor or Director of Community Services will be in contact with you at the direction of the Executive Director. At this time, this is highly unlikely.
  - If you are called upon to go into a home, we will issue you Personal Protective Equipment (PPE) to protect yourself and others.
  - Please use video technology as an option when possible for intervention, socialization, welfare checks and to boost morale and mental well-being.

- **Any and all placement requests must be fully vetted with the AD and Community Services Director.**
  - ADs must send all placement requests to Cleora.
  - At this time, DDS is extremely concerned around exposure.
  - DDS is discussing any and all placement requests with the Executive Director, so Heather will need to be aware of all placement requests.
  - It is unlikely at this time that DDS will authorize any placements into homes where there are already regional center clients unless there is a fully vetted health & safety plan in place to ensure the safety of everyone.
  - Anyone returning from a hospital is presumed to have been exposed, so extra precautions must be in place before return to the home. Please vet all hospitalizations with Cleora and Crystal so that the individual’s return to their residence can be carefully planned for the well-being of all.
- We are encouraging any and all supports for the person to shelter in place to the greatest extent possible.

- For individuals living with family, ensure they have all the respite or personal attendant hours they need.
  - This is not a time to be stingy.
  - You must be as flexible as possible with regard to increasing services.
  - As a reminder, this is hopefully a temporary state of affairs.
  - Please report all urgent medical and supplies needs to Stacy Francis. The Executive Director needs to know as we acquire personal protective equipment from the State. This will determine where the supplies go.

- For individuals living independently with ILS/SLS, ensure they have all staffing support they need.
  - Again, this is not a time to be stingy with services. We must be as flexible as possible during this time. This is hopefully a temporary state of affairs.
  - Please report all urgent medical and supplies needs to Stacy Francis. The Executive Director needs to know as we acquire personal protective equipment from the State. This will help determine where needed supplies go.

- For Service Coordinators, you should be in regular contact with every Individual and family on your caseload on an ongoing basis.
  - Please do regular check-ins. To the greatest extent possible, you should have checked in with everyone since we began telecommuting.
  - For your highest acuity individuals, those with the greatest needs and families under the most stress, you should be in contact a minimum of weekly.
  - Please use video technology such as Microsoft Teams or Zoom to visually interact with your clients if they are willing. It is imperative that you are able to see the individuals you serve when possible. This helps address needs before they become urgent.

- For facilities, we have twice weekly check-ins by the following people:
  - Latoya Rodrick, Henry Trochez, Ron Sequeira, Tamara Salem
  - As stated above, SCs still need to be checking in with individuals regularly. There may be crossover, this is okay. We need to stay on top of things to the greatest extent possible.

- This is a high trust situation and it is presumed that your professional focus is on the individuals and families you serve. As such, their needs are priority.
  - Our Performance standards will be relaxed with regard to paperwork requirements during this time as social work is paramount.
  - However, paperwork and T19 is still a requirement.
  - Please ensure you document all the work you are doing, as typical and note where there are extraordinary circumstances due to the COVID-19 state of affairs.
• Directives from the State may be actualized differently by each regional center. Please refrain from making assumptions without hearing clarification from the Chief Counselors, Executive Director, Director of Community Services or Director of Operations first.

• There are many emails flying around. Please know that we have the following point people assigned:
  o Human Resources can be reached via x-8800 through your Jabber for your personal needs
  o IT can be reached by x-6600 through your Jabber for technology support
  o Admin: Ed & Debbie
  o HR: Michele
  o Payroll: Tony & Christina
  o Finance & Reporting: Josh
  o Billing: Val & Natasha
  o Client benefits: Jesse & LaLa
  o IT: David & Ed
  o Records: Maevis & Julie
  o All Service Coordination through the ADs
  o Legal Services: Shelley Celaya
  o All Community Services through Cleora
    ▪ Licensed Care Facilities – Guy
    ▪ FHAs – Claudine
    ▪ SLS, ILS/ILP, or in their own home with family – Stacy
    ▪ Day Services, Transportations, Supported Employment – Bill
    ▪ SIRs – Rosie with back-up from Tamara
  o ALL COVID-19 suspected, potential or known exposure MUST be shared with Rosie cc:ed to Cleora
    • The Regional Centers are mandated to report through our point person (Rosie) on a daily basis

• We value your health and safety as well
  o For your mental well-being, please remember that we have an Employee Assistance Program (EAP) available to you. Human Resources can get you the information to connect with this service.
  o Remember to take all of your meal and rest periods and to be duty-free when you do so.
    ▪ If for some reason you failed to take your meal or rest periods, please notify your manager and Human Resources as soon as practical.
  o If you need to discuss ergonomics, please contact Human Resources. The workspace(s) you choose for yourself should be comfortable, safe and well-lit.
  o Remember to stand, stretch and move about as needed.
  o For those of you who miss the social contact of your collegial relationships, stay in contact with your friends and peers through video chat or telephone as need be.
  o If you need a leave or a vacation, please notify your Manager and Human Resources as typical.