

FREQUENTLY ASKED QUESTIONS COVID-19

FOR VENDORS AND SERVICE PROVIDERS

1. I am a day program provider, should I close my day program?

To prevent the spread of COVID-19 California Department of Public Health (DPH) Guidance prohibits any non-essential gathering of people. More information can be found here:

<https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/COVID-19/cdph-guidance-gatherings-covid19-transmission-prevention-03-16-2020.pdf>

Day program services, to the extent possible, may be provided remotely through video conference such as Skype or Facetime or through teleconference or in an alternate location.

Regional Centers are authorized to pay vendors, including day programs, for absences that are directly related to COVID-19.

2. How do we get personal protective equipment for our homes/facilities (e.g., N95 masks, gowns, gloves)?

Please contact your local public health department and Regional Center to request information on how to obtain personal protective equipment (PPE) and other essential supplies. A list of local public health departments is available here:

<https://www.cdph.ca.gov/Pages/LocalHealthServicesAndOffices.aspx#> and the list of the regional centers is available here: <https://www.dds.ca.gov/rc/listings/>. The CDC has issued guidance recommending the use of PPE for healthcare personnel caring for patients with confirmed or possible COVID-19 infection. Employers and healthcare personnel are reminded that PPE is only one aspect of safe care of patients with COVID-19. Surgical masks or N-95 respirators are critical supplies that must continue to be reserved for healthcare workers and other medical first responders, as recommended by current CDC guidance. The CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain Please refer to the guidance here: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover.html>

3. Are DDS, Regional Center and Providers considered “essential workforce?”

Workers who provide support to vulnerable populations to ensure their health and well-being, including family care providers, have been deemed as essential critical infrastructure workers. More information can be found here:

<https://covid19.ca.gov/img/EssentialCriticalInfrastructureWorkers.pdf>.

4. Can Regional Center’s purchase educational services for children over age three during the school closure caused by a COVID-19 outbreak?

For regional center eligible consumers, an exemption may be granted on an individual basis in extraordinary circumstances to permit the purchase of educational services.

For more information see, WIC 4648.5.

5. Can Infant Development Program services be provided remotely?

Yes, if requested/agreed to by the parent or authorized representative, infant development program services can be provided remotely in lieu of in-person services.

See March 12, 2020 [directive](#).

6. I am feeling sick and think I have COVID-19, what should I do?

If you have symptoms of COVID-19 including fever, cough or shortness of breath, and you think you might have been exposed to someone who tested positive or you recently traveled to an area that has community transmission, call your health care provider .

As a service provider, it is important to notify your regional center right away if an employee is sent home due to symptoms related to COVID-19.

7. I don’t have a doctor or healthcare provider. What should I do?

If you do not have a doctor or health care provider, you can find more information here:

<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/ncov2019.aspx>.

You can search for a health care provider near you here:

<https://findahealthcenter.hrsa.gov/>

8. I'm a regional center service provider, what is the process for me to provide my service in an alternative way?

Due to COVID-19 exposure concerns, a consumer, parent, guardian, or other authorized legal representative of the consumer can request that one or more of their services be provided in an alternate location or through remote electronic communications, including Skype, Facetime, video conference, or telephone conference.

Once the request is made, the service provider must notify the regional center prior to, or no later than seven days after, the delivery of a service in an alternate location or by remote electronic communications, that the individual requested and/or agrees to either receive services in an alternate location or through remote electronic communication in lieu of in-person services.

Next, the regional center will send a follow-up letter to the individual, in their preferred language, confirming that at their request, services will be provided in an alternate location or through remote electronic communication. The letter shall include contact information for the consumer's service coordinator and their supervisor.

The agreement to provide services in an alternate location or through remote electronic communication shall not change the frequency or duration of any IPP service absent the agreement of the consumer's IPP team.

See Department's March 18, 2020 [directive more information](#).

9. I work for a service provider, what guidance is available to protect me if my job requires me to go into individuals' homes?

The Centers for Disease Control and Prevention (CDC) and the California Department of Public Health (CDPH) recommend protecting yourself from the COVID-19 illness by taking steps such as:

- Frequent hand washing with soap and water.
- Avoid touching your eyes, nose or mouth with unwashed hands.
- Cover your cough or sneeze with a tissue or your elbow and ask others to do the same.
- Maintain social distancing from other people (at least 6 feet),
- Stay away from work, school, or other people if you become sick with respiratory symptoms like fever and cough.

The CDC, CDPH and local health departments have many specific guidelines about protecting yourself as a healthcare professional when caring for individuals in the home. For this guidance, please refer to:

CDC:

<https://www.cdc.gov/coronavirus/2019-nCoV/hcp/index.html>

<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/ncov2019.aspx>

<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/UseofPersonalProtectiveEquipmentDuringCOVID19Outbreak.aspx>

CDPH:

<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/ncov2019.aspx>

Local county health department:

<https://www.cdph.ca.gov/Pages/LocalHealthServicesAndOffices.aspx>

10. Are there grocery stores in my area that have dedicated hours for residential providers or individuals with developmental disabilities?

Many grocery stores are offering special shopping hours exclusively for vulnerable populations and senior citizens. It is recommended you check out your local stores' websites and contact your local regional center for information. More tips on safe shopping can be found on the California Grocers Association website at:

https://enoughforallca.com/wp-content/uploads/CGA-Consumer-Facing-Tip_FINAL.pdf