

COVID-19 & THE I/DD COMMUNITY WEEKLY VIRTUAL TOWN HALL

MARCH 25, 2020

TOP CHALLENGES

SUPPLIES & PPE

Getting PPE (This was mentioned by at least 10 different people.)

Mom who works in medical field without PPE concerned she will make sure son sick, who is home from his DTA, and she doesn't have support to care for him if he's sick

PPE is a big concern. Our regular suppliers are telling us they are being limited from their manufacturers how much they can supply to us and the prices for these products are increasing.

Finding supplies for members

Group homes lack supplies

Access to food: My sister lives independently, she has physical and cognitive disabilities, and she lives in a different city from me. I order food through Costco Instacart. We haven't been able to get supplies due to shortages...seems like helping the handicapped in this way is not a priority.

We need PPE so parents can be with their children in the hospital.

EDUCATION

Students' inability to utilize online technology and e-learning barriers.

How to provide assistance to students with no access to internet

Lack of student involvement

Remote learning is difficult

I have private day school for children. My concern is having to try to push out programs for them to do at home. Dealing with anxiety and fear and emotional unrest not just with them but with their parents. No experience or equipped to handle behavioral symptoms or triggers. Nothing available for us to do.

Not being able to address the social emotional and behavioral needs of our students

Lack of internet for TSW kids

Small "level D" placement with limited resources trying to continue to provide services

CULTURAL COMPETENCY

Providing translation services over telehealth

Language barriers to remote technology

SUSTAINABILITY

Keeping vital services for my child

We are concerned with how to ensure day programs services are intact when this is over with the dramatic loss of revenue due to absences and closures. We all want to preserve the system and meet our Member and staff needs.

We are really needing for DDD to address funding for our day programs due to absences or necessary closures to help our provider network stay intact. We also need some relief for our administrative non-billable hours that are very necessary to keep billing, oversight and monitoring and day to day procedures.

How will DDD acknowledge DTA absences to help the network stay intact? Our Day program attendance has reduced greatly however it is so important for so many of our members and their families for our doors to remain open. We have more members than staff to just send providers into homes. Our admin is also on hand to be providers during this time as well as being the ones to sanitize the buildings. Our supplies are running low and our agency has spent

STAFFING

Adult Developmental Home providers are being asked to work extra hours with DTA closures but aren't being compensated for this time. I'm concerned about the potential for abuse and/or neglect given these circumstances.

Finding respite care for family member when day programs close

Direct Support Professionals asking to be laid off so they can stay home to isolate when we still have members to care for. This is being triggered by what they see on the news and unemployment being increased.

How to keep paying day program staff when the agency has to close their doors in the best interest of their participants and staff

We would appreciate specific guidance on how to enact changes in our programs, have flexibility in service provision, obtain PPE for our staff in the case of potential exposure of confirmed exposure and ensuring we are complying with our contractual requirements in this unprecedented time.

SAFETY

How to help those who need hands on care and still be safe

Safety for my son

Increased risk of abuse and neglect with more hours by fewer caregivers and less monitoring and oversight

We have many families that do not want a provider in the home, as well as having many providers that feel safer providing services at a center where we are able to provide supplies for cleaning.

What we're really needing is guidance on quarantine and PPE. Our Dev. Homes have members at home. If member comes down with COVID, we don't have anything in the homes to take care of them. Some members severely immune compromised. No PPE at all. Our staff is feeling fearful.

Group homes not prepared to deal with any member who becomes sick with the virus.

SERVICE INTERRUPTIONS

Parents worried about regression with their children not having access to therapies

Adult Services especially employment. How to serve better those losing hours in the work programs they may be involved in.

TECHNOLOGY ACCESS

Parents aren't comfortable with remote technology or technology not available

Access to technology for members is an issue

Lack of internet

ISOLATION

Parents are isolated, and they don't have help at all, because of social distancing. We don't have anyone come to the house. Very stressful for us parents at home. Little relief.

Keeping people connected with their support circles - family members, friends, community partners.

Students with disabilities particularly in rural and isolated communities being able to receive support through their support systems and aides

Son in the hospital. Allowing no parents. She had to leave him alone. And he's nonverbal and terrified. His father passed this year. And it terrifies me for other parents who could be in this situation. I hope there isn't a precedent set in hospitals. Allowing parents of young children to their bed side. Allow waiver for parents with adult children who land at the hospital. this mom is beside herself because not seen him in five days. Broke my heart to hear that is happening. As parents of children with DD, we need to be able to be their advocate and voice at their bedside.

Group homes aren't prepared for quarantine.