



To Our ABA Families and Staff,

COVID-19 continues to have a tremendous impact on all of our lives as well as our business operations. Given this is an unprecedented event, with no clear guidelines for how best to proceed, we are applying reasonable judgement and making changes to how we operate based on federal and state communications, as well as any directives provided by our funding sources.

At this point, we are under a “stay at home” order, which requires that residents remain inside their homes (with the exception of going outdoors for essential needs or to go to work if they are deemed an essential employee). The current restrictions on park closings, beach closings and business closings are all under consideration for reopening in different regions around the state. Our services are considered essential health services and as such, we can provide services even under the current restrictions. For many of you, we determined that suspension of service was the appropriate and reasonable measure to take, considering many variables. At this time, we are opening consideration of returning to service with all clients on a limited basis.

Although we may be prepared to re-enter service, we recognize that families may wish to continue the suspension at this time. We understand and can appreciate anyone’s decision to self-quarantine and will put services on hold as requested. Likewise, we will allow our staff to discontinue providing face-to-face services during this time should they make that choice.

Right now, our top priority is to provide safe, medically necessary ABA services in a way that reduces risk of exposure to both our clients and our staff. To achieve this goal we will be implementing the following protocols.

STAFF PROTOCOLS

Staff who wish to continue providing services during the Coronavirus Pandemic must abide by the following safety protocols:

- 1) Staff will limit social interactions to family, clients, and those with whom they reside. In all cases, staff will avoid gathering with more than 6 people and will adhere to social distancing guidelines.
- 2) When leaving their residence for necessary items such as food, medicine, etc. they are ensuring they are at a safe distance of at least 6 feet from other people and not in groups of any more than 6 people when in these environments, and making use of personal protective gear in the form of face masks, latex gloves, and hand sanitizers.

- 3) They are engaging in the CDC's handwashing protocols regularly.
- 4) If they are aware of having been exposed to a person who is known or believed to have COVID-19, they will discontinue providing services and self-quarantine for 14 days.
- 5) If they feel ill – achy, cold, flu like symptoms, fever (temp of 100.4 or greater) – they will discontinue providing services and self-quarantine for 14 days.

IN SESSION PROTOCOLS

The following are specific protocols our staff will abide by while in a client's home providing services. Please note, providers will see *only 1 client per day*, thus giving them ample time to shower, change clothes, and use disinfectant in their cars before they come to your home for a session. This restriction will remain in place until our state enters phase 3 of the "National Roadmap to Reopening" at which time we will begin making efforts to return to pre-pandemic schedules.

Immediately upon arriving at a client's home:

- 1) Go straight to the restroom (or other source of fresh, running water) and use the CDC guidelines to wash their hands. When appropriate, staff will also assist clients with handwashing.
- 2) If possible, staff are directed to provide services at a distance of 5-6 ft. from their client. If not possible due to the nature of the services being provided or goals being worked on, they will wash hands frequently during the session.
- 3) Edible reinforcers used during session are to be new (in original packaging) or those provided by the client-family. Staff may use other tangible reinforcers, such as puzzles, books, balls, and toys if these items can be thoroughly disinfected after each session. Staff are instructed to sanitize objects with disinfectant sprays or wipes prior to putting them into their vehicles after each client visit.
- 4) Upon leaving the session, staff will use rubbing alcohol, disinfecting wipes or other such cleaning fluid to wipe down the door handle, steering wheel, seat and any other areas of their car that they touch or come in contact with.

FAMILY/CLIENT PROTOCOLS

We kindly request that clients, along with any person(s) who reside with the client, abide by the following safety protocols should they wish to continue receiving services during the Coronavirus Pandemic:

- 1) To the degree possible, we request that the client and those with whom he/she resides minimize exposure by adhering to state safety guidelines.
- 2) When leaving your residence for necessary items such as food, medicine, etc., ensure that you and those who reside with you are at a safe distance of at least 6 feet from other people and not in groups of any more than 6 people when in these environments.
- 3) Regularly engage in the CDC's handwashing protocols.
- 4) If you or anyone you reside with are aware of having been exposed to a person who is known or believed to have COVID-19, call David at (386) 227-6485 to put services on hold and self-quarantine for 14 days.
- 5) If you feel ill – achy, cold, flu like symptoms, fever – call David at (386) 227-6485 to put services on hold and self-quarantine for 14 days.
- 6) If you or someone who resides with you returns from traveling to high-risk areas, call David at (386) 227-6485, discontinue services and self-quarantine for 14 days.
- 7) We request each family that wishes to continue services sign the attached Service Waiver of Liability.

We recognize that monitoring the behavior of our clients and those they live with is not typical or comfortable. Unfortunately, we are living through an extraordinary time in our country. We feel it is necessary to put measures in place to ensure, to the greatest degree possible, your safety and the safety of our staff.

Should you wish to discuss these protocols or the possibility of moving to telehealth services (available for parent training only) during this time, please contact us. Likewise, if you believe you need additional hours of service due to your child being out of school and needing additional supports, please contact us to discuss an authorization amendment.

If you have any other questions or concerns, please call or email anytime.

Sincerely,

David Calabrese

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