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A to Zs of COVID-19 for Individuals with I/DD and their Families

July 29, 2020

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insight to innovation

This webinar is provided as part of the

Cross-Systems Navigation for Individuals with I/DD in a Managed Care Environment Initiative

*Funded by the North Carolina Council on Developmental Disabilities
find out more at:*

<https://nccdd.org/initiatives/>

Thank You To Our Sponsors: RHA Health Services

RHA helps people with intellectual and developmental disabilities live their best lives.

Did you know RHA offers more than residential services?

We also help people live the life they choose through community inclusion, independent living, family host homes and employment supports.



Call 1-800-848-0180
or visit
RHAHealthServices.org

Thank You To Our Sponsors: Monarch

Established in 1958, Monarch provides innovative and quality care statewide to thousands of people with intellectual and developmental disabilities, mental illness and substance use disorders. Through telepsychiatry, same-day outpatient services, mobile crisis, a behavioral health urgent care in Raleigh and inpatient crisis services for adults and children – we provide behavioral health treatment when people need it most. Monarch also operates the state's first federally-funded Certified Community Behavioral Health Clinic in Albemarle. Our day programs, residential, educational, employment and community services provide person-centered options to help people with disabilities learn, grow, work and heal. Monarch is nationally accredited by The Joint Commission.



To learn more, to schedule an appointment
or make a referral, please call
(866) 272-7826 or visit www.MonarchNC.org
to find a Monarch location near you.

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Agenda

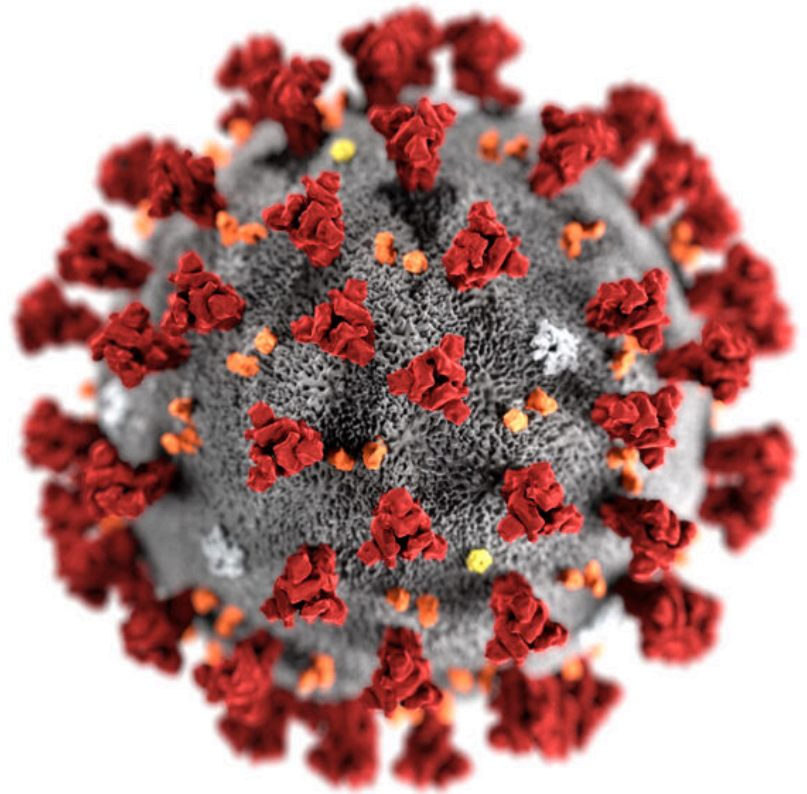
- Personal Health & Safety
- Information for Inpatient & Congregate Care Settings
- Our Family Experience with COVID-19
- Questions & Discussion



Personal Safety & Health

What is COVID-19?

- COVID-19 is a new illness spreading around the world. Its nicknamed is Coronavirus.
- COVID-19 has made many people sick. COVID-19 symptoms can range from mild (or no symptoms) to severe illness. Some people have died because of it.
- COVID-19 is spread through respiratory droplets (sneezes or coughs).
- To become infected, you generally must be within six feet of someone who is contagious and come into contact with these droplets.



COVID-19 & People with Intellectual & Developmental Disabilities

We Know That:

- COVID-19 appears to present a greater risk to people with I/DD, especially at younger ages.
- People with I/DD are especially vulnerable to the physical, mental and social effects of the pandemic.
- People with I/DD have disproportionately more health problems than the general population.

Studies Are Finding:

- There is a higher mortality rates from COVID-19 for individuals with IDD between the ages of 0-74 than individuals in that age range without IDD.

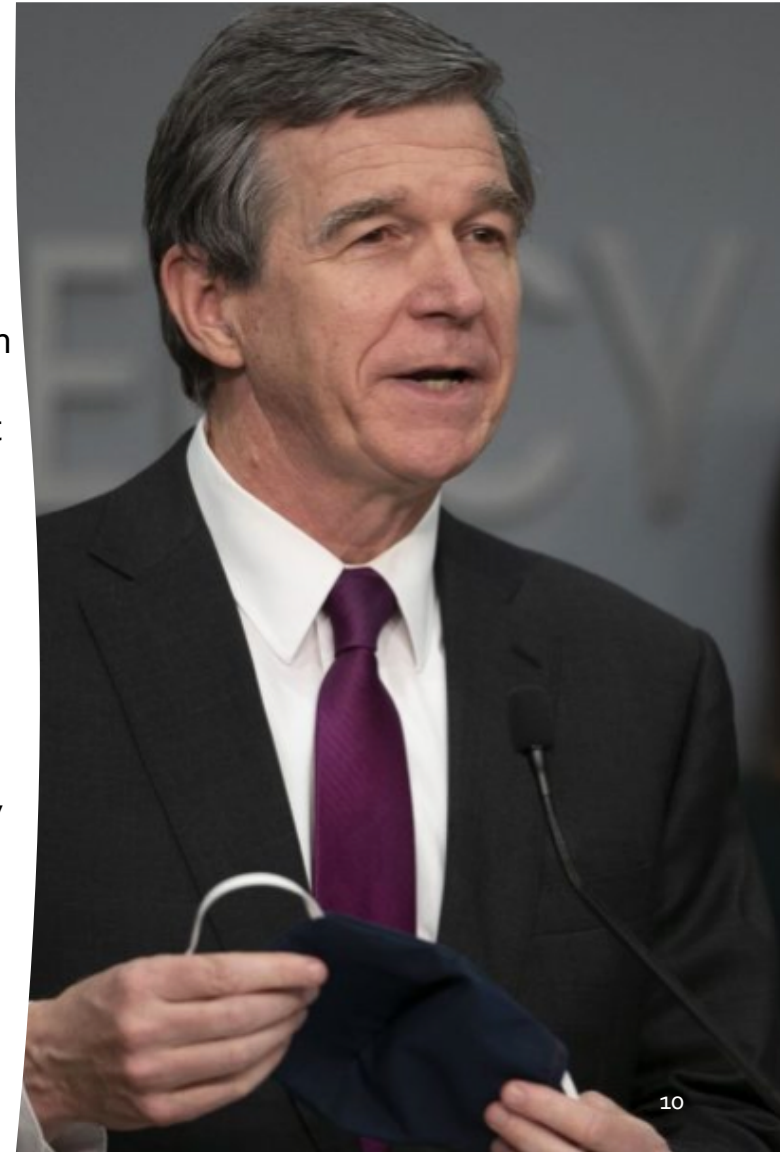


Precautions & Preparations are Critical!

Current Stay-at-Home Orders:

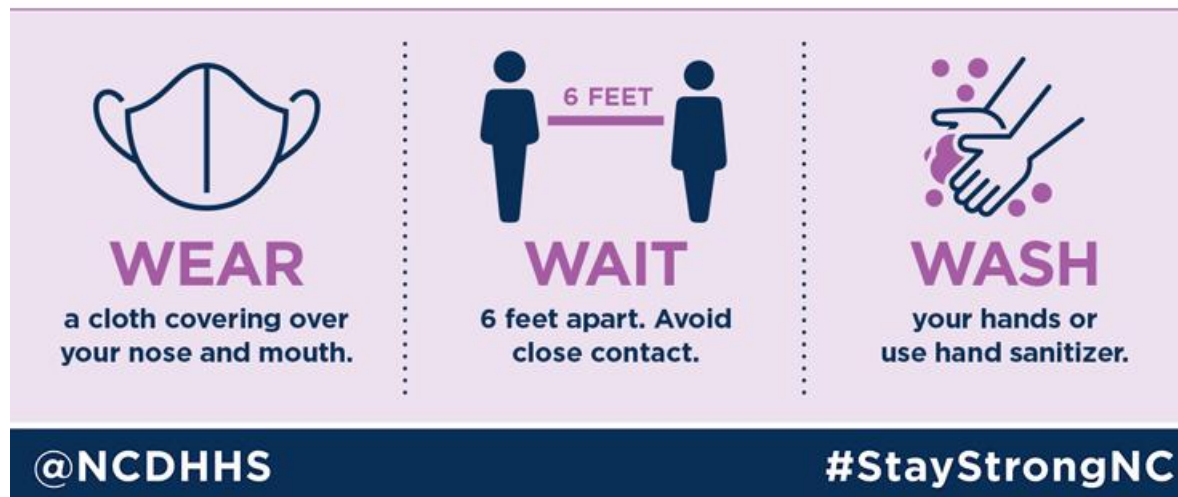
- The Governor is keeping us in Phase 2 until approximately August 7th.
- Masks are required:
 - stores
 - restaurants
 - hair salons
 - childcare facilities
 - state government
 - mass transportation
 - airports and bus stations
 - hospitals and congregate care settings
- No more than 10 people gathered indoors and 25 people outdoors.
- You don't have to wear the mask if:
 - you would have difficulty with it related to a disability and that includes that you are not able to put it on or take it off without assistance,
 - you're under 11 years old,
 - actively eating or drinking, or
 - you're a child whose parent, guardian, or responsible person has been unable to place the face covering safely on your face.
- Many business can operate but with social distancing in mind and with some limitations in capacity.

Executive Order 151: <https://files.nc.gov/governor/documents/files/EO151-Phase-2-Extension-1.pdf>



NC DHHS is leading the charge on addressing the virus. They recommend:

If you leave home, know your Ws!





Symptoms:

- Congestion or runny nose
- Cough
- Fever or chills
- Headache
- Shortness of breath or difficulty breathing
- Muscle pain
- Sore throat
- Loss of taste or smell
- Fatigue
- Nausea or vomiting
- Diarrhea

NC DHHS now offers a “Check My Symptoms” app and toolkit

Check My Symptoms: <https://ncdhhs-covid19-dtra.powerappsportals.us/en-US/>

COVID-19 Toolkit: <https://covid19.ncdhhs.gov/materials-resources/prevent-and-protect-media-toolkit>

Calling The Doctor & Testing for COVID-19:



- Call your doctor if:
 - you are experiencing symptoms.
 - you have been out of the country.
 - you have been with someone who has the virus.
 - you have been at a place where people with COVID-19 got medical treatment.
- NC DHHS has a COVID-19 Test Site Finder at <https://covid19.ncdhhs.gov/about-covid-19/testing/find-my-testing-place>
- The site finder will provide you all of the contact information, hours of operation, as well as whether you need to schedule an appointment or you can walk-in.
- Results may take some time to get back, depending on the demand.
- If you or your family member tests positive, try to isolate as much as possible.

Isolating At Home

- Who can go food shopping for you? (delivery service, church, neighbors)
- Who will call to check in on you? (designated person, R U Ok? Program)
- Do you have personal protective equipment such as masks, face shields, gloves for you and the people who will help you (or will they have it)?
- Do you have cleaning supplies in your house that kill viruses?
- Do you have important phone numbers where you can get to them? (your doctor and direct support professional, your care coordinator, your friends and family)
- How can you ensure you won't run out of medications? (work with your doctor, set-up delivery or online)
- If you have a service animal or pet, what is your plan for their care?



If you are Isolating and Symptoms Worsen:

- Call ahead before going to your doctor's office or hospital to tell them you are isolating for COVID-19. This will help the health care personnel prepare for your arrival and protect others from getting infected.
- Do not wait in any waiting rooms and do wear a cloth face covering over your nose and mouth or mask at all times if possible.
- Do not use public transportation.
- If you call 911, first notify the dispatch and paramedics that you are under isolation for COVID-19.



Information for Inpatient & Congregate Care Settings

COVID-19 Temporary Changes to Services

NC DHHS has made temporary changes while there is a State of Emergency (Appendix K is the main way they have received federal approval to do this). Check with your LME/MCO for more information about:

- “Relative as Provider” payments
- Allowance for increased service hours
- Retainer payments to Direct Support Providers
- Reimbursed Increased Therapeutic Leave Days from ICF-IID Facilities from 60 days to 90 days
- Temporary Alternative Service Definitions

Your Right to Medical Care

- Hospitals and doctors must help you just like they would anyone else.
- The hospital cannot deny you emergency help (like a ventilator) just because of your disability.
- You can bring a helper or family member with you to the hospital. But they cannot come with you if they are also sick.
- You can ask for what you need for your disability.
- You can bring your service animal with you.
- You can bring what you need for your disability. You can bring your own wheelchair, ventilator or any other equipment.
- Doctors and nurses must talk with you in a way that you understand.



If you have a problem with a doctor or a hospital during COVID-19 call

**Disability Rights North Carolina
(DRNC) at (919) 856-2195**

What to Bring to the Hospital

- Complete a medical form such as the COVID-19 Disability Form for professionals to get to know you
- Bring a list of medications and schedule for taking medications
- Bring a list of phone numbers/emails of key personal contacts
- Bring copies of your Advance Directives and other pertinent legal documents
- Have a plan for communication ready (tip sheet can help)

COVID-19 DISABILITY FORM
Please answer the questions on this form to help physicians provide you with proper medical treatment, in case you need to go to the hospital for COVID-19 related symptoms. Complete as many of the questions as possible.

What is your name? _____

Is this form being completed by someone else other than you? ☐ yes ☐ no
☐ legal guardian ☐ aide or staff member ☐ family member ☐ other
 If you checked yes, what is the person's name _____ Relationship to you _____

Do you receive or have you received services from the North Carolina Mental Health, Developmental Disabilities and Substance Abuse Services? ☐ yes ☐ no ☐ I don't know

***Note to doctors: This means there may be special laws in place to protect me and a special process needs to be followed if my usual decision maker/guardian requests to withhold or withdraw life sustaining treatment. Please check in with your institution's social worker or risk management department to be sure the appropriate process is being followed.

How do you communicate best? (check all that apply)
☐ Talking ☐ Writing or typing things down
☐ Pictures ☐ Using sign language
☐ Pointing to words ☐ Using a voice app
☐ I cannot communicate in a way you will understand, please ask my family, staff or guardian (circle the person)
☐ Other (please describe) _____

Do you need anything to help you communicate?
 (E.g. assistive devices) ☐ no
☐ yes (please describe) _____
 Does anyone help you communicate? ☐ no
☐ yes, person's name _____
 Do you use any assistive devices for mobility? ☐ no
☐ yes list the device(s) _____

Do you have any triggers (e.g., being touched, trauma, doctors of a particular gender, noises, lighting, smells, textures): _____

What is your response to triggers? _____

How can you best be helped when triggered? _____

Do you have any medical problems that you go to the doctor for? ☐ yes ☐ no
 What are they? _____

Please list the name of the doctor you would like contacted if you are at the hospital.
 Name _____
 Phone Number _____

Are there any diagnoses, medical problems or behaviors that we should consider as cautions? (e.g., aggression, biting, pica, aspiration risk): _____

Are there any specific modifications that could help with these cautions? _____

Do you take any medication at home every day? ☐ yes ☐ no
 By prescription? ☐ no
☐ yes, list the names and dosage _____

Over the counter? ☐ no
☐ yes, list the names and dosage _____

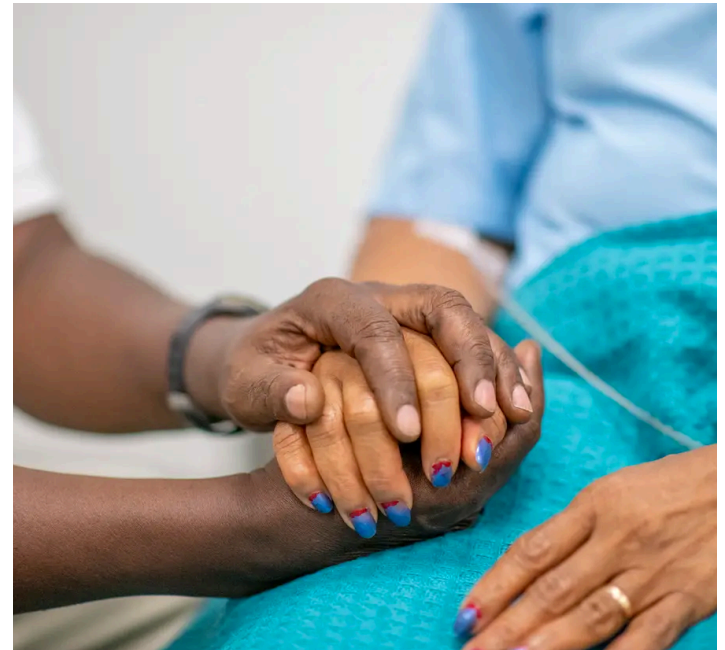
Do you have any allergies? ☐ no
☐ yes, please list _____

Can someone come with you to the hospital?

- The Americans with Disabilities Act and Section 504 of the Rehabilitation Act mandates that hospitals provide reasonable accommodations to patients with disabilities.
- [Section 4111 of the federal CARES Act \(S. 3548\)](#) authorizes I/DD direct support professionals to accompany clients on acute care hospital visits.

That said...

- Some hospitals do not allow visitors at this time.
- **The hospital might need to make an exception to this rule for you.** If you need your helper with you because of your disability, tell hospital workers. This is called a reasonable accommodation.
- It may help to take a **letter from your doctor** that says why you need your helper
- Your helper cannot stay with you **if they are sick.**
- Your helper may need to take extra precautions to prevent the spread of COVID-19.



Being a Caregiver During this Pandemic

- CDC gives 6 general tips:
 - Be informed; Get support; Be an advocate; Be empowering; Take care of yourself; Keep balance in the family
- Have an emergency plan in place that includes provisions specific to COVID-19, e.g. have multiple options for accessing help since everyone is dealing with this pandemic.
- This may include a “Plan A” and a “Plan B”, i.e.
 - Who should be involved in developing the plans or be aware of the plans?
 - What is the back-up plan if your Direct Support Professional is ill and cannot help you?

CDC Caregiving Tips: <https://www.cdc.gov/ncbddd/disabilityandhealth/family.html>



Our Family Experience with COVID 19



Things to do summer, fall, winter or spring



Get Unplugged. Get Outdoors. Get Cool Prizes.

www.kidsinparks.com

Cost- Free



Camp@Home

- We attended VJ@Home with Victory Junction.



Work @ Home



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sensablesnacksesucp.square.site

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HEALTH SERVICES


Monarch

- A survey will be sent out shortly. Please complete to help up provide information that helps you!
- Questions & Answers will be sent to all registrants next week.
- Slide handouts and a recording of this webinar will be sent to all registrants and posted to izicenter.org next week.

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Keep Updated at izicenter.org

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