



Memorandum

To: HRC Supported Living Service Providers
From: Vincente B. Miles, Director of Community Services
Date: March 23, 2020
Subject: HRC COVID19 Update

We want you to know that HRC is here to support you and all of our service providers and that we have put structures into place to assist with communication to and from our service providers.

Because some clients residing in supported living are among the most vulnerable of the clients served we want to ensure you have all of the supports you need to continue caring for all of our mutual clients during this challenging time. In conformance with Governor Newsom's "Safer at Home" order, virtually all of your clients may be confined to their homes, due to day program closures or interruption of employment. We are aware this puts a strain on all resources, and we are working to mobilize various supports for you as you carry on. We have masks to distribute when working with clients who are ill, and we have been advised there will be hand sanitizers to available as well. HRC staff will be in regular contact with you to ensure that you are provided with the latest information and to learn from you the up-to-date status of your clients and your staff.

Enhanced Contacts—Depending upon the individual needs of your clients, we want to work with you regarding any plans to temporarily transition to providing some of your client services and support using digital technology, where appropriate, to minimize the spread of illness. For clients with less significant support needs Teleservices may allow Supported Living Service Providers to provide basic ongoing monitoring and communication with clients via Zoom, Skype, FaceTime, telephone, etc. We have confidence that you will be able to utilize technology to continue critical support for some clients and we thank you in advance to your creativity and your patience during these most challenging times. Other clients will need closer monitoring and direct support to ensure that they are doing well.

Survey - We consider individuals in supported living among the most vulnerable and therefore need your assistance. **Please complete the survey [HERE](#) We need your immediate attention to completing this survey so that we have a full understanding of overall situation in our supported living programs. Please complete the survey by the end of the day MONDAY.**

REPORTING - It is important for you to know that Regional centers are required to report to DDS every day all symptomatic and confirmed cases of COVID-19 for clients, RC staff and service provider staff. Symptomatic cases are those where medical attention was sought (typical signs and symptoms includes fever, cough, shortness of breath). We are reporting when an individual is being tested and the test results.

Please notify us by sending an email to hrcsls@harborrc.org whenever you learn of a client or staff member who has become symptomatic, has been tested or has received test results. We are checking this email address frequently. You may use this email address, in addition to your regular communication with HRC service coordination and service provider relations staff, for providing general information to HRC or asking specific questions of HRC.

HRC thanks you for your continued commitment to providing excellent support and service to the people we serve. If you wish to speak with me directly, I may be reached at (310) 543-0661.

For up to date information, please visit the HRC Service Provider page:
<http://www.harborrc.org/providers/corona>.

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