



## Memorandum

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

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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.

Our most important message to Residential Service Providers today is that 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. We know some of you are serving individuals with complex medical conditions and that, in conformance with Governor Newsom's "Safer at Home" order, virtually all of your residents are receiving services at home at all times. 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 already distributed masks to many of you and we have been advised there may be more to distribute. 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 residents and your staff.

### SURVEY:

We need your assistance in completing a survey which will help us identify the status of services currently being provided by group home service providers. **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 residential homes. Please complete the survey by the end of the day TODAY.**

### 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 include: 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 [hrcresidential@harborrc.org](mailto:hrcresidential@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 services to the people that 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 frequently:

<http://www.harborrc.org/providers/corona>.