

# FREQUENTLY ASKED QUESTIONS COVID-19

## FOR INDIVIDUALS AND FAMILIES

---

### 1. What is COVID-19?

COVID-19 is also known as the Coronavirus. More information can be found here:

<https://www.dds.ca.gov/corona-virus-information-and-resources/>

<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/ncov2019.aspx>

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

### 2. I am feeling sick and think I have COVID-19, what should I do?

If you have symptoms of COVID-19 including fever, cough or shortness of breath, and you think you might have been exposed, you need to stay home, wash your hands regularly, take flu or cold medicine, avoid contact with other people, and call your doctor.

### 3. Am I at risk of getting COVID-19?

Early information out of China, where COVID-19 first started, shows that some people are at higher risk of getting very sick from this illness. This includes:

- Older adults (65+)
- Individuals with compromised immune systems
- Individuals who have serious chronic medical conditions like:
  - Heart disease
  - Diabetes
  - Lung disease

If you are at higher risk for serious illness from COVID-19 because of your age or health condition, it is important for you to take actions to reduce your risk of getting sick with the disease, including:

- Stay at home and practice social distancing
- Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing, or having been in a public place
- Avoiding touching eyes, nose or mouth with unwashed hands
- Avoid being close to people who are sick, and stay away from large gatherings and crowds
- Consider ways of getting food brought to your house through family, social, or commercial networks

#### **4. How do I protect myself from COVID-19?**

Stay home and if you have to go to public places or travel, make sure to stay at least 6 feet away from other people. Wash your hands often and try not to touch surfaces, your eyes, nose, and mouth. If someone you know is sick, stay at least 6 feet away from them until they are well.

#### **5. Is my regional center open?**

Yes, all regional centers are open, but some regional center staff may be working from different locations and are not holding face to face meetings in their offices. They are there to help you and answer your questions. Please visit <https://www.dds.ca.gov/rc/listings/> to contact your regional center.

#### **6. How do I contact my service coordinator?**

Use the phone number or e-mail address you normally use to contact your service coordinator. Please visit <https://www.dds.ca.gov/rc/listings/> for regional center contact information.

#### **7. What additional services will my regional center provide during this situation?**

Talk to your service coordinator about any additional supports or services you have as a result of this situation.

#### **8. Can I or should I go to my day program?**

To protect public health and slow the rate of transmission of COVID-19, everyone should follow the guidance issued by CDPH on March 16, 2020.

CDPH's guidance can be found at:

<https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/COVID-19/cdph-guidance-gatherings-covid19-transmission-prevention-03-16-2020.pdf>.

## FOR VENDORS AND SERVICE PROVIDERS

---

### **9. I am a day program provider, should I close my day program?**

To protect public health and slow the rate of transmission of COVID-19, services must be provided in alignment with the guidance issued by CDPH on March 16, 2020.

CDPH's guidance can be found at:

<https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/COVID-19/cdph-guidance-gatherings-covid19-transmission-prevention-03-16-2020.pdf>.

To the extent possible, services may be provided in an alternate location or through remote electronic communications, including Skype, Facetime, video conference, or telephone conference.

The Department also reiterates the March 12, 2020, directive to regional centers, "State of Emergency Statewide," authorizing regional centers to pay vendors for absences that are a direct result of the COVID-19 outbreak, pursuant to Title 17 section 54326(a)(11).

### **10. I am a vendor, can we get paid for closures of day programs/transportation?**

Currently vendors bill for absences that are the direct result of the COVID-19 outbreak in California. In accordance with Title 17, non-residential settings may bill for absences related to COVID-19. Please contact your regional center for guidance. The Department directive is online here: [https://www.dds.ca.gov/wp-content/uploads/2020/03/DDSDirective\\_DayServices\\_COVID-19\\_20200312.pdf](https://www.dds.ca.gov/wp-content/uploads/2020/03/DDSDirective_DayServices_COVID-19_20200312.pdf)

### **11. How do we get personal protective equipment for our homes/facilities e.g., N95 masks, gowns, gloves?**

Please contact your Regional Center and local public health department to request information on how to obtain personal protective equipment (PPE) and other essential supplies. A list of the regional centers is available here:

<https://www.dds.ca.gov/rc/listings/> and a list of local public health departments, here: <https://www.cdph.ca.gov/Pages/LocalHealthServicesAndOffices.aspx#>.