

Westside Regional Center

COVID-19 Information for Families and Individuals



What is COVID-19?

- COVID-19, also referred to as Coronavirus, is a virus easily spread through close contact with someone who is infected.
- Symptoms include:
 - Fever
 - Cough
 - Shortness of Breath
- Some individuals are known to have a higher risk at contracting COVID-19 than others:
 - People aged 65 years and older
 - People who live in a nursing home or long-term care facility

COVID-19: Additional High Risk Individuals

- People with chronic lung disease or moderate to severe asthma
- People who have heart disease with complications
- People who are immunocompromised including cancer treatment
- People of any age with severe obesity (body mass index [(BMI)] ≥ 40) or certain underlying medical conditions, particularly if not well controlled, such as those with diabetes, renal failure, or liver disease might also be at risk
- People who are pregnant should be monitored since they are known to be at risk with severe viral illness, however, to date data on COVID-19 has not shown increased risk
- **Many conditions can cause a person to be immunocompromised**, including cancer treatment, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications.

Protecting Yourself from COVID-19

Avoid close contact with people who are sick. If you believe you have symptoms of COVID-19, do not go to the hospital. Instead, call your healthcare provider. If you are having a hard time breathing, dial 911.

What you should do to stay healthy: **Wash your hands Often!**

- 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.
- If soap and water are not available, use a hand sanitizer that contains at least 60% alcohol.
- Avoid touching high-touch surfaces in public places – elevator buttons, door handles, handrails, handshaking with people, etc. Use a tissue, paper towel or your sleeve to cover your hand or finger if you must touch something.
- Wash your hands after touching surfaces in public places.
- Always avoid touching your face, nose, eyes, etc.

Protecting Yourself for COVID-19: Continued

- **Clean and disinfect your home to remove germs:** practice routine cleaning of frequently touched surfaces (for example: tables, doorknobs, light switches, handles, desks, toilets, faucets, sinks & cell phones)
- **Avoid crowds**, especially spaces with poor air circulation. Your risk of exposure to respiratory viruses like COVID-19 may increase in crowded, closed-in settings with little air circulation if there are people in the crowd who are sick.
- **Avoid all non-essential travel** including plane trips, and especially avoid going onto cruise ships.

Link to plain language COVID-19 document created by self-advocates and the State Council on Developmental Disabilities:

<https://scdd.ca.gov/wp-content/uploads/sites/33/2020/03/2020-3-13-Eng-COVID-19.pdf>

“Safer At Home” Order

The State of California has implemented a “Safer at Home” order requiring citizens to remain at home, except for **essential business activities** including

- Gas stations
- Pharmacies
- Food: Grocery stores, farmers markets, food banks, convenience stores, take-out and delivery restaurants
- Banks
- Laundromats/laundry services
- Essential state and local government functions will also remain open, including law enforcement and offices that provide government programs and services.

“Safer at Home” Order: Continued

Group activities are restricted by the “Safer at Home” order. People should limit interaction with individuals who do not reside in their home.

- If you are out in the community on a walk or at the grocery store, make sure to stand at least 6 feet away from anyone who does not live in your home. Always cough or sneeze into your sleeve or a tissue.
- **All public and private gatherings of any size have been eliminated at this time.**
 - Los Angeles County and The Mountains Recreation and Conservation Authority have closed all parks, beaches, hiking trails, and parking lots due to COVID-19.



Information for Westside Families

- Since **WRC is an essential business**, we are remaining open and are working to be as flexible as possible. However, our work to support you and your family will be primarily remote. This means that our WRC offices are not open to the community at this time, however WRC staff are working and will be accessible to help support you and your family.
 - **We are accessible through our normal working hours from 8:30am to 5:30pm Monday through Friday and you can call and email us for support and assistance.**
 - Our physical reception area is closed, but we have set-up a **remote reception** number for you to call in case you have questions or if you are unsure of you need to speak with. **The phone number is 310-258-4001.**

Family Resource and Empowerment Center

You can also contact the Westside Family Resource and Empowerment Center with any questions or concerns as well as request assistance in accessing community resources. All WFREC staff speak English and Spanish.

Email: westsidefrec@gmail.com

Office Phone: 310-258-4063

- WFREC is in the process of moving its support groups to a virtual format. **Please check the WRC and WFREC websites and social media for updates.**

WRC Intake and Psychology Department During COVID-19

Intake Department during WRC's closure:

- Intake applications & relevant records/supporting documents are still being accepted. Emailing your application is the best method.
 - 0-3 Email: intakeunderage3@westsiderc.org ; 3 and over Email: Intakeover3@westsiderc.org
- **Intake staff are working remotely Monday through Friday 9am to 5pm**
Intake counselors are conducting intake appointments and most assessments via telephone or video conference

Psychological evaluations:

- Psychologists have made themselves available to begin evaluations via Zoom/Telephone, however most evaluations will need to be completed in-person when WRC re-opens.

WRC Intake and Psychology Department During COVID-19

Psychological Evaluations Continued:

For individuals already being served by WRC:

- Re-evaluation forms (e.g., SSI, transition to new job/program, etc.) are being completed on a case by case basis, with the priority being given to forms for immediate needs.
- The WRC Staff psychologist is still completing forms for individuals served by WRC (e.g., ABA referral, excuse from jury duty). Zoom calls are being used for forms that require an appointment (e.g., SSA-787 form, N-648 form, TAP card, IHSS, conservatorship, etc.). **Talk to your service coordinator for more information.**

Services During “Safer at Home”

Westside Regional Center is committed to ensuring you continue to receive services during the Safer at Home order.

- You can continue to have your IPP and IFSP meetings during this time. If you need to request a new IPP/IFSP meeting, contact your Service Coordinator. **Your Service Coordinator can meet with you by phone or by video conference.**
- Westside Regional Center’s vendored **service providers are working** during Safer at Home to address your support needs to the best of their ability.
- If you are in need of new or different services, your Service Coordinator can help.

Services During Safer at Home: Virtual Services

- Many service providers are currently providing services **virtually**. This means that they are able to provide support through video conference technology and over the phone. All of the platforms listed below allow you to create accounts for free and will work on your computer, mobile device or tablet. Some virtual platforms include:
 - Zoom (No account required)
 - Google Hangouts (Requires you to create a gmail account)
 - Face Time (Only for Apple Users)
 - Google Duo (Can be downloaded in the App Store)
 - Skype (Must create a skype account)
 - **If you continue to need in-person supports and services at this time, please contact your Service Coordinator.**

Don't have a cell phone? Visit this link for information about securing a free government phone: <https://www.cpuc.ca.gov/lifeline/>

Other Westside Regional Center Activities and Resources

- All trainings and regularly scheduled in-person meetings have been cancelled/postponed due to COVID-19. Because the Safer at Home order is ever-changing, we are not able to confirm when in-person activities will resume. **Please check our website, facebook and Instagram accounts regularly for the latest updates regarding trainings, events, resources and operations during the Safer at Home order.**
- Westside Regional Center is working to set-up virtual meetings and training activities. As training events are scheduled they will be posted to our website and social media.
- The Westside Family Resource and Empowerment Center is also working to move their support group meetings online.

Special Education During COVID-19

Please note that as of March 23, 2020 the following information was released by the California Department of Education (CDE) regarding special education rights during the COVID-19 school shutdown. Please click [here](#) for the latest updates.

- The Individuals with Disabilities Education Act (IDEA) has not been waived at this time.
- Services should be offered either in person, telephone or via distant accessibility learning (teletherapy, telephone or video)
- Instruction can be done in small contained groups for students with “extensive support needs” when appropriate or via telephone/video instruction
- IEPs and timelines have not been waived and districts need to continue having them via distant technology or other means compliant to the Governor’s Safer at Home order or social distance
- Compensatory Education: Once schools open, the Districts are to evaluate whether a student suffered regression and convene IEP team meetings to address it
- Due process timelines are extended under “special circumstances” and the 60 day timeline will resume once the order is lifted

Please No Visitors at This Time

- If your loved one lives in a licensed residential home it is very important that you do not visit them at this time.
 - Family, friends and other visitors may not enter the licensed facilities as [directed](#) by the Department of Developmental Services until further notice.
 - Visits to licensed homes are currently limited to individuals who need entry, to help maintain and protect the health and safety of your loved one and others living in the homes.
- All licensed provider staff and supported living staff (SLS) have been provided with N-95 masks and have received information and training on how to keep your loved one safe during COVID-19.
 - Although the state has not issued an order about it, it is very important that you also do not enter apartments or homes that your loved ones share with roommates to help avoid the spread of COVID-19.

Creating a Personal Emergency Plan

- For individuals and families that are not physically able to be together at this time due to social distance guidelines, visitation restrictions, etc. it's very important to have a personal emergency plan.
- A personal emergency plan includes what information a hospital worker, paramedic or another professional helping you or your family member would need to know in order to support in the event of hospitalization
 - The California Health & Human Services Agency has created a Personal Emergency Plan template. It can be downloaded by clicking on your preferred language.

[English](#) or [Spanish](#)

Activities to Help Keep Your Spirits Up

It's more important than ever to practice what's known as "self-care". Don't Forget to participate in daily activities that help you to feel more positive control over your mental and physical state.

Types of Self-Care:

- Physical: sleep, stretching, going for walks, eating healthy food, exercise and rest
- Emotional: stress management, emotional maturity, forgiveness, compassion and kindness
- Social: Boundaries, stay connected through phone calls and video chats, asking for help and positive social media
- Private: Time alone, Meditation, and Journaling

A Quick Note about Grocery Shopping During COVID-19:

- Many grocery stores are offering special shopping hours for seniors (age 65 and older) as well as for people with disabilities. As of 4/1/20, WRC compiled a list of the various shopping hours, which can be found at the link below. To confirm if your local stores are offering these hours, please call the location in your area directly. Click [here](#) to view the list. 

Please Remember: Information regarding the virus and the guidance surrounding how to respond to it is ever-changing. It is suggested that families check information regularly that is published by **official sources** such as:

- [LA County Department of Public Health](#) , [The Department of Developmental Services](#), [The California State Department of Public Health](#), [The Centers for Disease Control \(CDC\)](#), [The CA Department of Education](#) and all other agencies managing the COVID-19 situation.

Stay Informed

Westside Regional Center COVID-19 Info Page: <https://westsiderc.org/helpful-resources-to-prepare-for-the-coronavirus-covid-19/>

Westside Regional Center Events Calendar:
<https://westsiderc.org/training-and-events/>

Westside Regional Center Resources Page:
<https://westsiderc.org/resources-3/>

Connect with us on Social Media:



Facebook : <https://www.facebook.com/westsideregionalcenter/>



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Youtube: https://www.youtube.com/channel/UClICRuulosO8EsNTWCBwK1A?view_as=subscriber

Thank You!

If you would like a copy of these slides sent to you directly please email
traininginfo@westsiderc.org

