

## Frequently Asked Questions for Ability Beyond Family Members

Dated: April 8, 2020

This is an unprecedented event, and at Ability Beyond we are all working around the clock to keep people safe and healthy. Here are some frequently asked questions for family members of the people we serve regarding the COVID-19 pandemic and Ability Beyond services.

Q. My loved one is staying with me at my family home. When will the return date be?

A. At this time both states are under orders from our Governors and our funding agencies to keep out all visitors and to not introduce anyone new to homes. We will let families know as soon as this changes.

Q. Is it too late for me to take my loved one home for the remainder of the quarantine period?

A. It is not too late and in fact may be a safer alternative for your loved one. It always helps Ability Beyond provide safer care for those in our homes when there are fewer people in them -- fewer people means better implementation of quarantine protocols, and your loved one will have less potential exposure from staff rotating shifts. If you are able to bring your family member home, please notify your program manager.

Q. When will Day Programs/Clinic/Transition Services reopen?

A. At this time we have no anticipated reopening date. Please watch our website, social media and emails for more information. Our emails are being issued through Constant Contact. If you are not receiving them, please check your spam folder or email [Tracy.Conte@AbilityBeyond.org](mailto:Tracy.Conte@AbilityBeyond.org) to be added.

Q. How is Ability Beyond maintaining safety in the homes?

A. At this time, we are using the following safety protocols. Please know that our staff are doing their very best. Maintaining social distancing and proper quarantine steps is very challenging in many of our environments:

- No community interaction
- No visitors
- Social distancing within the home as much as possible
- Staff taking their own temperature before starting work
- Staff wearing masks
- Isolation kits ready in case someone develops symptoms or is determined to be COVID positive
- Disinfecting surfaces
- Monitoring temperatures of persons served

Q. Will I be notified if my loved or someone in his/her house becomes COVID-positive?

A. Yes, here is the progression of events:

<p>A person we serve shows symptoms of Flu or COVID</p>	<ul style="list-style-type: none"> <li>• We initiate isolation protocols (person with symptoms stays in their room, enhanced measures for equipment and separation are initiated),</li> <li>• <u>We notify the family of the person served,</u></li> <li>• We contact that person’s PCP for further direction, i.e., COVID-19 testing.</li> <li>• NOTE: Often times there are significant wait times for testing.</li> </ul>
<p>If the person tests positive</p>	<ul style="list-style-type: none"> <li>• We notify all of the families in the house; we wait because it does NOT change the protocols already in place, and because the current results are averaging about 25% positive and 75% negative.</li> </ul>
<p>If someone else becomes ill or there is COVID positive in the house</p>	<ul style="list-style-type: none"> <li>• We will notify you if it is your loved one but it does NOT change the protocols in the house.</li> </ul>
<p>If a staff person is tested positive we will notify you IF...</p>	<ul style="list-style-type: none"> <li>• There was a direct exposure to your loved one, using CDC guidelines for exposure risk.</li> </ul>

Q. How frequently will you be communicating with me about my loved one?

A. Please understand our staff are extremely stretched right now and very focused on providing care. We have a template for homes which will go out via email every few days if possible, and you will be notified if your loved one has a significant change in status. Otherwise we ask that you please watch our website ([www.abilitybeyond.org](http://www.abilitybeyond.org)) and your emails for updates and participate in the Family calls every Tuesday at 7:00 PM (see website for details or to watch previous updates). Patience is essential at this time. We know that families are experiencing anxiety but we ask for your patience and support of the staff team so that they can focus on the care is essential at this time.

Q. How is the handling of COVID-19 being determined at Ability Beyond?

A. Our Health Services Team, Medical Director, COVID-Response Team and Leadership are all following the guidance of the CDC and public health officials to determine the best course of actions and strategy for this pandemic. There is no real rule book here, and things change swiftly, but know that we have the best interests of the people we serve at heart and that our team is doing their best under very trying circumstances. We are all in this together!

Q. Does Ability Beyond need anything?

A. YES! We are in need of financial relief and supplies. Although we have been working for weeks to shore up supplies of masks, toilet paper, gloves and emergency food, something new comes up daily. Please watch the website or send an email to [ItTakesAVillage@abilitybeyond.org](mailto:ItTakesAVillage@abilitybeyond.org) group for details or to offer help. Financial donations are extremely appreciated at this time and can be made simply by clicking the “Donate Now” button on our website.

Have More Questions? Email [coronaquestions@abilitybeyond.org](mailto:coronaquestions@abilitybeyond.org)