



COVID-19 Program Response Plan

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When are you re-opening? Is there a specific date or timeframe?

The Arc NCR is open, we are supporting people through Virtual Supports, small community-based groups, Job Development and one to one support. Services and supports look different during these times and will be individualized by a person's specific need.

There is not a specific timeframe picked at this point, the most important thing is to understand that the health and safety of the people we support, and team members is our number one priority. The Arc NCR continued to support people throughout COVID-19, which includes people that had essential jobs, people who were considered essential to support due to health and safety reasons, and our 24/7 residential program.

If you were part of the janitorial crew, at this time, there are not enough jobs opened back up that will allow us to bring you back to work. Some contracts have been cancelled, some businesses do not have the same capacity of employees, and some businesses are looking for very specific cleaning related to COVID-19.

If you were in Discovery class and came into the building each day for supports, this is something that we can no longer safely manage due to social distancing guidelines.

When will you re-open the building?

We are resetting and reimagining how we provide supports; this includes no longer using the building as a hub or a place to provide supports in every day. There is not a way to support a large number of people in the building in a safe manner. There is not a way to safely socially distance from each other. In addition, with the direction of DDA, community-based individualized supports are the direction providers are moving.

How has transportation services changed at The Arc NCR?

The Arc NCR's transportation services follow DDA funding requirements. Community Partners includes transportation services to, from, and within the program. For people in our Employment Services program, the team will work with each person and his or her transportation needs. Personal Supports and Community Living include transportation within the person's community.

What if a person will not wear a mask?

At this time, if someone does not wear a mask The Arc NCR cannot support that person within a group setting. We suggest that you continue to work with someone if they will not wear a mask, as this requirement is not going away anytime soon. Community Job Coaches can be a resource for your family to work 1:1 to assist in practicing mask wearing, physical distancing and handwashing.

Will hours of service stay the same?

Hours of support are not funded in a typical 9-5, Monday through Friday schedule. Supports are based off what the person needs. As some of you may have participated in our Discovery classes, these are no longer funded by DDA. Due to this reason and because The Arc NCR feels it is more beneficial for the people we support, we plan to move in a different direction that will continue to focus on person-centered practices. We are moving forward with individualized supports. If you feel you need supports M-F, from 8:30 a.m.-2:30 p.m., it will be important to communicate this need. Your team will be able to work with you to determine the best service possible to support you with reaching your goals.

Due to the State of Emergency, DDA has put into effect, what is called Appendix K. This has allowed providers to support someone virtually or in person for shorter times than typical, if the state of emergency is in place this is allowed to occur through the middle of March 2021.

What is meant by individualized supports?

COVID-19 has allowed us time to reset and re-imagine.

The Arc NCR has started providing supports in small groups in the community. The groups consist of up to 4 people and one coach. The groups are 100% community based, meaning, each group is based off of location where someone lives, and an activity occurs within that community.

The people in the groups wear masks, practice proper hand hygiene and understand physical distance.

There are many people that have stated they will wait for the pandemic to be over to participate or they will wait until things go back to normal. We want to support you during this time since we may be under these restrictions for longer than initially anticipated. For this reason, your Case Manager will be reaching out to you over the next few months to discuss what your goals are and the supports you need to accomplish those goals. Your service funding plan with DDA may change in order to align with what you need. Case Managers will be looking at each person one person at a time to ensure they can be supported with having their needs met.

Barriers

As you are all aware there are several guidelines that we must adhere to, this includes wearing a face covering and maintaining 6 ft of distance between everyone. The Arc NCR is requiring anyone supported in a group setting to wear a mask. If one to one support is provided, the person may not be required to wear a mask, but that limits where they can go.

In addition to these guidelines, many businesses The Arc NCR partnered with are not open, or they have changed the direction of where they are going. Having groups of people congregating in one place is something many businesses are not comfortable with at this time.

We are currently still supporting people in our residential program outside of traditional hours due to COVID-19. This is due to the fact that many people we support went to other providers during the day and are still unable to participate in regular activities. There are several providers in the area that are still not open, which has us continuing to support people M-F, 9:00 a.m.-3:00 p.m. We continue to recruit new staff, but the number of applicants has reduced significantly. Due to this fact, the staff that worked in our day or employment programs continue to support people in our residential/Community Living program. If you know people who you think would be great team members for The Arc NCR please let them know we are hiring.

Next steps

The Arc NCR is currently offering Virtual Supports. If you are interested, please call your Case Manager. In addition, if you are interested in small groups or Job Development services please reach out to your Case Manager. If you are not sure who that is please call Madicella Martinez at 443-567-1035 or email her at mmartinez@arcncr.org.

If you are not receiving any supports, you can expect a call from your Case Manager to set up a meeting to discuss a plan. If you do not hear from them or want to talk to them sooner, please reach out to them or Ask The CEO, by going to [arcncr.org COVID webpage: https://arcncr.org/covid-19/](https://arcncr.org/covid-19/).

We appreciate all of you that have been in regular contact and have expressed your specific needs during this challenging time. If you have not reached out and need supports, we look forward to making a plan. Together we will get through this!

Sincerely,



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