

FREQUENTLY ASKED QUESTIONS COVID-19

FOR INDIVIDUALS AND FAMILIES

1. What is COVID-19?

COVID-19 is also known as novel 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 to someone who tested positive or you recently traveled to an area that has community transmission, call your local health care provider and your service coordinator.

3. I don't have a doctor or healthcare provider. What should I do?

If you do not have a doctor or health care provider, you can find more information here:

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

You can search for a health care provider near you here:

<https://findahealthcenter.hrsa.gov/>

4. Who is at greatest risk?

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

- Staying at home and practicing social distancing
- Washing 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
- Avoiding being close to people who are sick
- Considering ways of getting food brought to your house through family, social, or commercial networks

5. How do I protect myself from COVID-19?

Stay home except for essential activities. When you must go out, stay 6 feet away from other people. The CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies) **especially** in areas of significant community-based transmission. More information can be found here: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover.html>

Wash your hands often and avoid touching your eyes, nose, and mouth. If someone you know is sick, stay at least 6 feet away from them until they are well. More information can be found here: <https://covid19.ca.gov/stay-home-except-for-essential-needs/>

6. If a member of my household has been exposed to or tested positive for COVID-19, how do I decontaminate my home?

Decontamination generally is a matter of cleaning and disinfecting thoroughly. Guidance for appropriate cleaning protocols, from the federal Center for Disease Control and Prevention, is here: [Cleaning and Disinfecting Your Home | CDC](#)

Basically:

1. Clean surfaces with soap and water BEFORE using disinfectant.
2. Launder or clean clothing and sheets and rugs as per manufacturers' recommendations.
3. Stay isolated as much as possible and use PPE when interacting.
4. Maximize ventilation.

Anyone in the household exposed to COVID-19 should be quarantining.

7. Is my regional center closed?

Regional Centers are providing service coordination and your service coordinator is available. Many regional center staff are working from different locations and 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.

8. 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.

9. 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.

10. 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>.

11. What do I do if I can't go to my day program?

Day program providers are encouraged to consider all options to continue to provide services to support consumers, families, and residential providers. However, necessary and appropriate options aligned with current Centers for Disease Control and Prevention (CDC) and state guidelines, and local county public health recommendations, have to be considered by day programs. If your day program closes for any reason, please contact your service coordinator to discuss options for additional services and supports based on your individual needs.

12. What will happen with educational services while schools are closed?

Educational services may differ within each school district and Individualized Education Plan (IEP). In order to obtain the most current information, contact your local school district. The Department of Education has developed questions and answers specific to educational services, located at:

<https://www2.ed.gov/policy/speced/guid/idea/memosdcltrs/qa-covid-19-03-12-2020.pdf> More information regarding guidance for educational services can be found on the California Department of Education's website at:

<https://www.cde.ca.gov/ls/he/hn/guidance.asp>

13. Will additional educational services be provided during the Summer?

Educational services may differ within each school district and IEP. In order to obtain the most current information, contact your local school district. You may be able to request that hours missed during school closures are extended into the Summer or Fall. This is known as "compensatory education." This is a decision that is made by the IEP team. More information regarding educational services can be found on the California Department of Education's website at:

<https://www.cde.ca.gov/ls/he/hn/coronavirus.asp>

14. Can my regional center provide services while school is closed due to the virus?

Contact your service coordinator to discuss what services and supports may be available while the school is closed. More information regarding educational services can be found on the California Department of Education's website at:

<https://www.cde.ca.gov/ls/he/hn/coronavirus.asp>

15. Can I request additional In-Home Services and Supports (IHSS) hours?

Refer to your county IHSS office at: <https://www.cdss.ca.gov/inforesources/county-ihss-offices>

16. What generic resources are available to assist me during this time?

Generic services may include: In-Home Supportive Services (IHSS); Supplemental Security Income (SSI); Aging and Disability Resource Centers (ADRC); family resource centers; local libraries; local food pantries; churches; and other non-profit agencies and resource centers. Call before visiting a location, many are temporarily closed or working remotely. Please contact your service coordinator regarding any other generic resources that may be available in your local area.

Each city, county, and local government in California is working to respond to COVID-19. See local information for California counties here:

<https://covid19.ca.gov/state-local-resources/#top>

17. If I get COVID-19 and need to be quarantined or hospitalized, who will take care of my child who is a regional center consumer?

Immediately contact your service coordinator to discuss what services and supports will be needed to ensure the care of your child.

18. What if I lose my private health insurance because I have been laid off during the COVID-19 situation?

Resources for individuals experiencing job loss can be found on the California Labor and Workforce Agency website at: <https://www.labor.ca.gov/coronavirus2019/>

Information on health care can be found here:

<https://covid19.ca.gov/healthcare/#top>

Additional resources for obtaining health insurance when unemployed can be found on the HealthCare.gov website located at :

<https://www.healthcare.gov/unemployed/get-started-in-the-marketplace/>

19. Will I still get my SSI check if the Social Security office closes?

SSI checks will continue to be distributed via the mail and direct deposit. For more information, refer to the SSI website at: <https://www.ssa.gov/coronavirus/> or call Social Security at (800) 772-1213.

For additional questions and answers, please view the [Frequently Asked Questions for Individuals](#) and/or the [Frequently Asked Questions for Families](#).