

March 24, 2020

ND Dept of Human Svc - Developmental Disabilities Division: COVID-19 DDPM Responsibilities

DDPM's responsibilities to monitor people's health and safety continues as a priority during COVID-19. The duties and timelines for tasks will continue for DDPM's (e.g. eligibility, PAR, case action, QERs, person-centered plan meetings, annual & 6-month review IFSPs etc.) Changes in DDPM activities during this time do not represent best case management practices, however, may be used when necessary for the protection of health and safety.

The DHS website will contain the most up to date COVID-19 information and resources, including DD Division policy changes and Q&A documents.

<http://www.nd.gov/dhs/info/covid-19/index.html>

Contact Requirements

DDPM's must maintain communications with legal guardians and people on their caseload. During this time, the amount of contacts may be more frequent than the required quarterly contact. The frequency of contacts may depend on each individual or family situation. *For example, if someone's in-home support services are drastically impacted, the DDPM may want to contact the family more frequently (e.g. weekly, monthly).*

DDPM's will continue to monitor the quality of services and document in progress notes the contacts made and the resulting discussions/information (including any changes in service delivery/location).

If DDPM's are unable to visit in the home/setting locations, alternatives and back-up planning to ensure that the individuals' care needs are being met should be addressed.

Face to Face Visits

DDPM's should refer to the most current DD Division Q & A guidance on the expectation for completing face to face visits. If DDPM's are conducting face to face visits, they should contact the individual, provider, or family ahead of time to conduct the screening questions. If an individual or a household is under quarantine, showing signs of illness, at high risk, or is choosing to self-isolate, the face to face visit should not occur. For these situations, contact by other means (e.g. phone, email) may be used.

If activities are conducted using other than face to face methods, document how the contact occurred and why the face to face did not occur.

DEVELOPMENTAL DISABILITIES

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If there is concern the individual may have health and safety needs that would indicate a need for a face-to-face visit, or the individual/guardian requests a visit, DDPM's should use their professional judgement along with current CDC or Health Department guidelines to make a determination of how to respond, balancing health and safety.

Individuals living in their family home or receive DDPM only

Due to not having a provider as the primary caregiver, DDPM's must ensure appropriate plans (e.g., safety, emergency and back-up plans) are in place. Below is guidance and a tool for DDPM's to use.

CDC's website contains a plan on how people can prepare:

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

Medical Supplies and Needs

- ✓ Ensure that individuals and families have medications (including over-the-counter medicines) as well as medical equipment supplies (e.g., C-PAP supplies, g- or j-tubes, etc.) and hygiene supplies (e.g., incontinence supplies, gloves, etc.) on hand.
- ✓ Help individuals and families to make alternative plans, if necessary, to their normal processes of refilling prescriptions and obtaining supplies. This could include discussing using mail-order or delivery of these items and/or contacting their healthcare provider to obtain extra medications and supplies

The goal is not to cause panic or to excessively stockpile. The purpose is to ensure that there is a plan in place to support the individual if the normal method or process of obtaining necessary medical items is not available.

Plans & Strategies

- ✓ Discuss the plan for supporting the individual should they or their primary support get ill. This would include assessing the supports necessary for the individual if quarantine is required.
- ✓ Do the available resources, services, and supports in place meet the needs or are there alternatives available that need to be explored, including consideration of temporary relief care in another setting.
- ✓ Discuss with the individual and/or family regarding extended family in the area and community connections, including neighbors and local organizations that can provide support, resources, and information.

The primary goal is ensuring that if the individual and/or their family or primary support were to need to quarantine or become ill, that the individual will be supported. The preparation and planning now will be key to ensuring as smooth a process as possible if the need arises.

Other Needs and Preparedness

- ✓ Discuss with the individual and/or their family what other household needs, including groceries, they might need if they were to need to stay home for an

extended period. This would include discussing any needed supports and available methods to get these items, such as delivery.

- ✓ Be aware of other concerns that the individual or their primary support may have around COVID-19. Direct them to reliable resources.

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