



May 29, 2020

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Dear Parents, Guardians and Stakeholders:

Thank you to everyone who participated in our Zoom meeting this past Wednesday. The planned visitations that we have initiated throughout the agency are going well, we appreciate your patience as we move forward. The past few months have presented many challenges to all stakeholders and we are grateful for the responsiveness, leadership, and agility of state agencies including The Department of Development Services, The Executive Office of Health and Human Services, The Department of Elementary and Secondary Education, The Department of Children and Families, and The Department of Early Education and Care.

Our local trade associations and advocacy groups have facilitated cooperation among providers to share processes and develop best practices. Specifically, The Massachusetts Association of Approved Private Schools, The Association of Developmental Disability Providers, The Arc of Massachusetts, Advocates for Autism of Massachusetts, and The Providers Council have worked to ensure information is shared on a broad scale.

Several questions involving testing and staff protocols in the house were brought up. In review, we have had the following protocols in place for the past 11 weeks:

- Staff are screened at the start and end of each shift. A symptoms checklist is administered, and temperatures are checked.
- Staff are given PPE and masks at the start of every shift and are required to wear this PPE and mask for the duration of their shift.
- If a staff is symptomatic or has an elevated temperature or have had exposure, they are sent home and told to contact their Primary Care Provider as in line with the guidance of The Department of Public Health and The Centers for Disease Control and Prevention.
- Staff are required to follow up with our Human Resources Department as well as their supervisor before they are allowed to return to work.
- Amego's Clinical Team and Nursing Department are Facetimeing with every house across shifts to get a visual of staff wearing their PPE and masks correctly.
- We have created multiple training videos on the proper way to put on, wear, and remove PPE and masks relative to the items we are distributing to our staff. These trainings have been tracked by our Quality and Assurance team.
- We continue to promote universal precautions and have reviewed and administered our trainings with staff. This is also being monitored by our Clinical Team and Nursing Department.

- We have initiated protocols for individuals to wear masks.
- Our Clinical and Nursing staff are also getting visuals on individuals who have tested positive.
- The temperature and the oxygen level for all individuals is taken and recorded daily in houses not impacted. This information is reviewed daily by our Nursing Department and our Administrative staff. Medical attention is pursued when necessary.
- For houses who have at least one individual who has tested positive, ALL individuals in the home are being screened for symptoms, having their oxygen levels checked and their temperatures taken at least three times daily. Upon completion of a screening, the information is immediately sent to our Pandemic Response Coordinator, Jen Cullinan.
- When we have only one positive in the home, we treat everyone as if they are positive. We isolate and try and keep people a safe distance from each other.
- We have accessed DDS pop-up testing sites and mobile testing units, in addition to staff and individuals being tested through their Primary Care referrals.
- Families are informed of any testing that is being administered to their loved ones.
- We are reporting results to families and staff as soon as we get them.
- We are only publicly reporting positive test results.
- On a daily basis we are:
 - Reporting to local Boards of Public Health on any positive testing results we receive and any testing that has taken place. We stay in constant contact with the Board of Public Health for the duration of the house being in isolation due to a positive test result.
 - We are reporting to The Massachusetts Department of Developmental Services through the Area Offices the same information.
 - Nurses are double-checking symptoms independently as a backup.
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Our staff continue to perform heroically during this time. They have provided loving care in the most difficult of situations. ***We support testing for our staff, and they are getting tested regularly because we are encouraging it and providing the resources for them to access it.***

We look forward to connecting with you all next week. Have a nice weekend.
Thank you,



President and Chief Executive Officer

Zoom Meeting Information

<https://amegoinc.zoom.us/j/746397376>

Meeting ID: 746 397 376

Or join meeting by Telephone:

For higher quality, dial a number based on your current location.

Dial: US: +1 312 626 6799 or +1 646 558 8656 or +1 253 215 8782 or

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