Eric Holcomb, Governor
State of Indiana

Division of Disability and Rehabilitative Services
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Back on Track Indiana:
A Guide to Reopening Day Service Programs
Information for Case Managers

May 21, 2020

On May 1, 2020, Governor Holcomb issued Executive Order 20-26 announcing a roadmap to reopen Indiana for Hoosiers, businesses, and state government.

The Bureau of Developmental Disabilities Services recommends that as day service providers develop and implement their plans for a gradual and safe reopening, they do so in accordance with federal, state, and local authorities as well the COVID-19 goals established by the Division of Disability and Rehabilitative Services (DDRS) which include:

- o **H**elp prevent the spread of COVID-19 and keep people alive
- o **O**perationalize flexibilities
- o **P**rovider network maintained
- o **E**mpower person-centered decision-making for self-advocates, families, case managers and providers

For individuals considering a return to Day Services, BDDS recommends case managers facilitate a conversation with the individual, family and other Individualized Support Team (IST) members to discuss a potential return with a focus on empowered, person-centered decision making. The case manager should allow the individual and family to express fears and concerns about returning to a normal routine and ensure they have been informed of the day program's PPE guidelines, health screening requirements and any change in policies or procedures. The table below may assist individuals, families, case managers, and teams assess both the risks and benefits of the individual's return to day services.

If it is determined a return to day services would be a positive move toward re-balancing what is important to and important for the individual, the IST should develop an appropriate plan that includes any necessary accommodations, addresses the individual's safety concerns and/or specialized support needs as well as an anticipated timeline for the return to day services to occur.

It is likely that day service providers will have a decreased capacity to provide services due to social distancing guidelines. Additionally, case managers may support individuals and families with needs or concerns that may prevent them from returning to waiver services and community activities at the same pace Indiana's phased approach allows. Teams are reminded that:

- Supports should address all facets of life and adjust as the roles and needs of the individual and family members change.
- Individuals and families should have the opportunity to access an array of integrated supports to achieve their vision of a good life.
- Individuals and families define their vision of a good life and it is the team's responsibility to support that vision and provide or find appropriate supports to help them reach that vision.

The Charting the LifeCourse Integrated Supports Star can be an effective tool to identify what supports the individual currently has access to, and what other things could potentially be put in place. Services provided via telemedicine should also be explored. Links to resources are available at the end of this guidance.

Information learned, decisions made, and any changes to the individual's vision for their good life should be included in an update to their Person Centered Individualized Support Plan.

Assessing Benefits and Risks of Returning to Day Programing

Physical Health Status
- Is the individual identified as being at low risk by their Healthcare provider?
- Is the individual 60 years of age or older?
- Does the individual have diagnoses that indicate an elevated risk?
- Has the individual been exposed to COVID-19 or exhibited signs or symptoms of COVID-19 in the last 14 days?
- Has the individual been tested for COVID-19? If so, what were the results and any subsequent actions taken?

Infection Control Measures
- Is the individual able to follow the social distancing protocol with minimal prompting or assistance?
- Is the individual able to use personal protective equipment (PPE) for extended periods of time with minimal prompting or assistance?
- Will the individual agree to the required health screenings, infection control protocols, social distancing, face coverings, and hand washing or gloves as needed?

Individual Support Needs
- Does the individual require physical prompting or assistance for activities of daily living (ADLs) or otherwise require close contact?
- Does the individual utilize public transportation to and/or from the day service program?
- Does the individual require medical support from the day service provider?
- Would the individual be unsupervised if they don't participate in day services?
- Can the individual's needs be appropriately addressed by the day service provider?

Provider Preparedness
- Does the day service provider have a plan to ensure safe environment as identified by the Indiana State Department of Health (ISDH) and the CDC?
- Has the day service provider communicated staffing plans, service hours, and changes in existing services to all individuals, families, case managers, and individuals they support?

- Does the day service provider have policies and procedures to for individual and employee screening on daily basis?
- Does the day service provider have a protocol to address potential COVID-19 exposure to or illness of an individual or employee or participant to COVID-19?
- Does the day service provider have adequate staffing to meet the individual's outcomes and strategies and ensure health and safety?

Benefits to the Individual
- Is socialization necessary for the individual's mental or physical health?
- Has participating in day service programming improved the individual's behavior and positively addressed outcomes and strategies?
- Does the individual need medical support that is provided at the day program?
- Does income provided through sheltered work address the individual's wants and needs?
- Is the individual's COVID-19 risk reduced by participating in day services?

Resources

General resources
Daily life and employment resources
Community living resources
Healthy living resources
Safety and security resources
Social and spirituality resources
Citizenship and advocacy resources

Telemedicine fact sheets:
Behavior support services
Case management
Music therapy
Occupational therapy
Physical therapy
Recreational therapy
Speech therapy
Wellness coordination