



# State of Louisiana

Louisiana Department of Health  
Office of Aging and Adult Services  
Office for Citizens with Developmental Disabilities

## MEMORANDUM

**DATE:** March 5, 2020

**OCDD-P-20-003**  
**OAAS-P-20-001**

**TO:** OAAS/OCDD Support Coordination Agencies  
OAAS/OCDD Service Providers

**FROM:** Sherlyn Sullivan, OAAS Interim Assistant Secretary *Sherlyn Sullivan*  
Julie Foster Hagan, OCDD Assistant Secretary *Julie Foster Hagan*

**SUBJECT:** COVID-19 (coronavirus)

The Louisiana Department of Health (LDH) and the many agencies under its umbrella are proactively monitoring the outbreak of coronavirus, and are ensuring pandemic illness emergency plans are up to date and all staff and individuals served are prepared. To aid in planning and preparedness activities, refer to the education and informational resources noted below. If indicated as this event progresses, specific instructions on preparedness and response activities will come from the office in which you are contracted or licensed to serve participants.

Resources to understand COVID-19, how the virus is spread and how to reduce the risk of exposure:

<a href="http://ldh.la.gov/index.cfm/page/3835">http://ldh.la.gov/index.cfm/page/3835</a> <a href="http://ldh.la.gov/">http://ldh.la.gov/</a>	LDH: Office of Public Health's coronavirus page
<b>COVID-19 General Information Line</b> <b>1-855-523-2652 M-F 8 a.m.-4:30 p.m.</b>	LDH
<a href="http://www.cdc.gov/coronavirus/covid19">www.cdc.gov/coronavirus/covid19</a> <a href="https://www.cdc.gov/coronavirus/2019-nCoV/hcp/index.html">https://www.cdc.gov/coronavirus/2019-nCoV/hcp/index.html</a>	Centers for Disease Control and Prevention (CDC); enter your email for updates
<a href="https://www.cdc.gov/vaccines/videos/coronavirus/COVID-19-webinar.pdf">https://www.cdc.gov/vaccines/videos/coronavirus/COVID-19-webinar.pdf</a>	CDC: Webinar
<a href="http://www.emergency.louisiana.gov/">http://www.emergency.louisiana.gov/</a>	Louisiana's Emergency Information Website
<u>Interim Guidance for Preventing 2019 Novel Coronavirus (2019-nCoV) from Spreading to Others in Homes and Communities</u>	CDC
<a href="https://www.cdc.gov/coronavirus/2019-ncov/communication/factsheets.html">https://www.cdc.gov/coronavirus/2019-ncov/communication/factsheets.html</a>	CDC : Communication for Staff and the Public
<a href="https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/index.html">https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/index.html</a>	CDC : For Businesses

\*\*Each of these resources has links to additional information.

**Additional Guidance for OCDD (Office for Citizens with Developmental Disabilities) and OAAS (Office of Aging and Adult Services) Service Providers and Support Coordinators:**

- Education and planning should include both your organization, employees and their families, as well as the participants we serve.
- Educate your staff on signs and symptoms (fever, cough, shortness of breath) and how to protect themselves and others.
- **Reinforce proper handwashing** for all staff and participants supported.
- Assure that any participant or staff member who shows signs or symptoms of the virus receives appropriate medical attention.
- Encourage anyone who is running a fever to stay at home.
- Routinely clean all frequently touched surfaces in the workplace, such as workstations, countertops and doorknobs. Use the cleaning agents that are usually used in these areas and follow the directions on the label.
- **Now** is the time to work with participants to ensure that their emergency and backup plans are up to date, including contact information and a plan for Direct Service Worker (DSW) absences, in the event of a pandemic crisis.
- Preparing for a pandemic event is different than planning for a natural disaster, such as a hurricane. Consideration should be given for events such as communities being advised not to leave their homes. Plan for obtaining home and personal supplies, food and medications.
- Make sure that you have back-up plans for staffing within your organization and for participants, especially those who are at highest risk of health and safety concerns if left alone.
- Talk with families concerning their ability to provide care in the temporary absence of their DSW. Identify who would be at risk if a DSW misses a shift.
- Buy Personal Protective Equipment **now** rather than later since some companies are reporting shortages.
- Review OSHA's employee guidelines at <https://www.osha.gov/SLTC/covid-19/>.
- **For Support Coordination Agencies:** Ensure "LaSRS Emergency Planning: Contact Information" sections are reviewed and the details are up to date for all participants associated with your agency.