



TRANSCRIPT
Community FORUM: COVID-19
April 10, 2020 ▪ 10:30am via WebEx

1 ~ **Director Andrew Reese:**

00:00:06.775 --> 00:00:19.195

"Okay, Good Morning everyone, welcome. It sounds like we have sixty one participants so far. I'm glad you could join us today.

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00:00:19.914 --> 00:00:29.695

This is Andy Reese with the Department on Disability Services. First of all, I just want to remind people of a notice that you got this week, starting next week

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00:00:29.695 --> 00:00:44.545

We're going to move this call back to 10 am and that's because there is a daily briefing by the Mayor at 11 am every day and we want to make sure that all of you and our staff here have the opportunity to hear the most current information from

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00:00:44.545 --> 00:00:47.755

that briefing as well, so starting next week,

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00:00:47.755 --> 00:00:48.804

we will start at 10

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00:00:48.804 --> 00:01:01.164

Am. We also did get a Tweet this morning from the Mayor asking that there be a minute of silence at 11 am,

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00:01:02.905 --> 00:01:03.534

in

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00:01:03.564 --> 00:01:09.385

memory of and thinking about all of the people in the city who've been affected by this public health emergency.

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00:01:09.385 --> 00:01:17.605

So, we will stop at 11 am, for just one minute and then resume. And today we'll go from 10:35am until 11:30am.

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00:01:19.405 --> 00:01:27.265

So, I guess Crystal has our questions, and perhaps she can start with the questions. And then at the end, I do want to comment,

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00:01:27.295 --> 00:01:38.334

We had asked people, not just to submit questions, but also suggestions and I don't believe we've gotten any of those be very, very helpful.

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00:01:38.965 --> 00:01:51.325

The longer this thing goes on and, you know, we're closer to the beginning than the end. At this point is what it feels like. The longer this goes on, I think the more challenging it is for everyone to think about

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00:01:51.715 --> 00:02:05.875

how do I pass the time being stuck at home and so for those people who have thought of these things it'll be very helpful to share what you've come up with for your house, for your family

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00:02:06.834 --> 00:02:09.564

and those suggestions can then be shared with other people.

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00:02:10.199 --> 00:02:20.664

So, if we can now go into the questions that we received."

~ **Crystal Thomas:** "Okay, good morning, everyone. Can you please share the new updates with cloth mask?"

16 ~ **Director Andrew Reese:**

00:02:21.985 --> 00:02:30.955

"So, as people know, the CDC issued guidance last week about the importance of wearing a cloth mask, whenever you go out and

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00:02:34.044 --> 00:02:48.235

The Director of DC health, Dr. Nesbitt, provided some context to that to help people understand, in one of the press briefings with the Mayor this week to help people understand what that's about.

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00:02:49.764 --> 00:03:03.414

The reason for their recommendation is stressing first of all the importance of keeping our distance from each other staying at least six feet apart at all times.

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00:03:03.835 --> 00:03:13.764

And one of the concerns in this current public health emergency is that, one there are people out there, which could include people in here,

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00:03:13.764 --> 00:03:22.705

it could include any of us who actually have the virus and don't know it, and have the potential for spreading it to others.

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00:03:23.215 --> 00:03:38.004

And when we go out, we may be going into places such as the grocery store to get food, which is one of the essential reason someone would go out, to the doctor's office where you might come closer than six feet from someone.

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00:03:38.275 --> 00:03:47.935

And it's important in those circumstances to where a cloth mask. So that in the event, you are one of those people who has it, and doesn't know it, you're protecting the community.

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00:03:49.645 --> 00:03:50.784

As I've tried to do,

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00:03:50.784 --> 00:04:05.485

and I want us to keep reminding ourselves and other people we know the importance of the reason the Mayor issued the stay at home order is that we need this distance in order to keep the virus from spreading from one

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00:04:05.485 --> 00:04:11.064

person to another. Supporting that as well is regular hand washing,

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00:04:11.724 --> 00:04:16.314

not touching our faces, and

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00:04:16.735 --> 00:04:17.064

you know,

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00:04:17.095 --> 00:04:18.504

if you feel sick,

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00:04:18.535 --> 00:04:20.875

letting someone know, calling the doctor.

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00:04:21.204 --> 00:04:24.685

Definitely not engaging with people at that point.

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00:04:24.714 --> 00:04:27.175

But making sure that if you're not feeling well,

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00:04:27.175 --> 00:04:28.435

you're letting someone know,

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00:04:28.704 --> 00:04:36.295

and checking with a doctor, calling before you go in to get their advice about how to follow up but most importantly,

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00:04:36.324 --> 00:04:49.644

Regularly, frequently washing your hands with soap and water often and not touching your face."

~ **Crystal Thomas:** "If someone does not want to wear

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00:04:49.644 --> 00:04:50.725

cloth mask,

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00:04:50.785 --> 00:04:55.134

is it still their choice?"

~ **Director Andrew Reese:** "To a degree,

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00:04:55.165 --> 00:05:03.954

Yes. There is a new Mayors order however, that says if you're going into a grocery store that you must wear a cloth mask.

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00:05:04.764 --> 00:05:15.834

And we've talked about before that grocery stores had these special hours early in the day for seniors, and people with disabilities where there aren't supposed to be as many people there.

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00:05:16.045 --> 00:05:27.115

I think the longer this goes on the more we will see stores put limitations on how many people can enter, because if you get too many people in there, it's hard to keep a distance.

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00:05:27.175 --> 00:05:40.944

And that is the reason that the Mayors order said that anyone comes into a grocery store needs to be wearing, any customer in the grocery store, needs to be wearing a mask.

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00:05:43.254 --> 00:05:44.605

Also keep in mind,

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00:05:44.605 --> 00:05:56.125

when people say, if you don't want to do this, do, you still have to? The reason for doing this is to keep from spreading this virus. And so it really is,

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00:05:56.125 --> 00:06:05.964

I know when it first came out, I thought, you know, do I need to wear this out all the time? And then when I heard them explain it, what this is about is about protecting the whole community.

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00:06:06.209 --> 00:06:18.415

So, this is really a way for me to show my concern for the community when I put on the mask when I go out to go pick up a cup of coffee, or if I go to the grocery store. It's showing that

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00:06:18.444 --> 00:06:22.975

I'm making sure that I'm not going to put other people at risk."

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00:06:25.495 --> 00:06:39.985 ~ **Crystal Thomas:**

"Are people getting out for routine exercise?"

~ **Director Andrew Reese:** "You know, those are the kinds of things that I was hoping to hear from the community this time. I mean, we can pose to our providers also. What are you doing to help people get out?"

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00:06:40.644 --> 00:06:55.314

First of all routine exercise can happen in the home. I know, because I have a piece of equipment that sits in my home that I think can be used for routine exercise. But all of us should be keeping in mind, how do we stay healthy at this time?

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00:06:55.314 --> 00:07:02.214

And part of that is by staying active and this stay at home order does not mean that people can't get out and walk around the block,

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00:07:02.485 --> 00:07:04.615

go for a bike ride or do other things,

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00:07:05.129 --> 00:07:06.535

not team sports,

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00:07:06.564 --> 00:07:09.175

not things that involve multiple people,

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00:07:09.175 --> 00:07:10.524

touching the same ball.

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00:07:11.004 --> 00:07:18.324

But there are activities people can engage in and once again, I want to ask, please share the things you have come up with."

54 ~ **Crystal Thomas:**

00:07:22.345 --> 00:07:27.415

"A lot of people don't have access to technology. How can providers help them with that?"

55 ~ **Director Andrew Reese:**

00:07:29.274 --> 00:07:41.574

"Well, just as it was before this emergency, if a person require some kind of technology, then they should raise this issue with their team so that the team can talk about how they get access to needed technology."

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00:07:44.214 --> 00:07:55.855 ~ **Crystal Thomas:**

"Can you make sure people have access to everyday living supplies like toilet paper?"

~ **Director Andrew Reese:** "No. It's been, one of the things is baffled me about

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00:07:55.855 --> 00:08:04.615t

This, is the hoarding of toilet paper. Stores have it. There's no shortage of it.

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00:08:04.884 --> 00:08:05.454

So,

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00:08:05.634 --> 00:08:05.964

you know,

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00:08:05.995 --> 00:08:06.415

some

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00:08:06.415 --> 00:08:12.714

every day supplies are harder to get, for whatever reason and as soon as they become in short supply,

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00:08:12.714 --> 00:08:14.004

then as soon as they show up,

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00:08:14.004 --> 00:08:15.144

people buy them thinking,

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00:08:15.175 --> 00:08:15.295

oh,

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00:08:15.295 --> 00:08:17.574

they're not going to be there. But generally

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00:08:17.574 --> 00:08:17.964

speaking,

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00:08:17.964 --> 00:08:19.345

they are still in the store.

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00:08:19.824 --> 00:08:22.644

I want to remind people there are those special hours for,

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00:08:22.884 --> 00:08:31.675

for people who are over a certain age and people with disabilities and actually the shelves tend to be better stocked at those hours.

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00:08:32.004 --> 00:08:44.664

So, if you can check with whichever store you shop at, you could try and do it that way. I don't know about people who are shopping online, whether they're finding the same experience of the shortages or not."

71 ~ **Crystal Thomas:**

00:08:48.024 --> 00:08:58.615

"How many people receiving DDA services have tested positive for COVID-19, are suspected to have COVID-19

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00:08:58.644 --> 00:09:06.774

but have yet have yet to receive test results, are suspected of having COVID-19 or are living with housemates

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00:09:06.774 --> 00:09:09.804

Who has or suspected of having COVID-19?"

74 ~ **Director Andrew Reese:**

00:09:10.794 --> 00:09:11.065

"So,

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00:09:11.065 --> 00:09:19.075

what we're tracking is the number of people who have been diagnosed with COVID-19,

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00:09:19.679 --> 00:09:20.610

which,

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00:09:21.235 --> 00:09:23.695

as of yesterday was twenty eight people,

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00:09:24.924 --> 00:09:32.934

and we're tracking the number of people where there's been a contact where we're monitoring them to determine whether that person may have it.

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00:09:33.174 --> 00:09:48.174

We don't track that little space between when someone gets tested and when they become positive, we're just tracking people who are suspected, and the total number of people who have been diagnosed.

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00:09:48.534 --> 00:10:01.225

And we have currently ninety one people that we are following, monitoring in terms of there has been a contact and twenty eight people who have tested positive."

81 ~ **Crystal Thomas:**

00:10:02.634 --> 00:10:13.375

"How many people receiving DDA services who had tested positive for COVID were living in an ICF RezHab supported living home, natural home?"

82 ~ **Director Andrew Reese:**

00:10:13.740 --> 00:10:27.684

"So of those twenty eight, we've had thirteen people in ICF test, positive, nine people in supported living, three people who were living in their own homes.

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00:10:28.495 --> 00:10:33.054

Two people who live in a host home and one person who lives in a RezHab."

84 ~ **Crystal Thomas:**

00:10:37.284 --> 00:10:39.294

"Based on DDS experience,

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00:10:39.294 --> 00:10:40.014

so far,

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00:10:40.014 --> 00:10:54.595

what has been the usual way in which a COVID diagnosis is handled when it involves people living in residential situations other than natural homes, ICF RezHab have support living host homes. Does the person stay

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00:10:54.595 --> 00:11:01.945

quarantine in their residence or somewhere else do their housemates remain quarantined in the residence or somewhere else?"

88 ~ **Director Andrew Reese:**

00:11:02.695 --> 00:11:17.485

"So each of these has been managed by DC Health and coordination with DDS and the provider and they're all very individually based, based on sort of the accommodations in the home with a person lives.

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00:11:17.485 --> 00:11:24.865

Because if there's a person who's positive, there's certain restrictions about what the makeup of the home has to be.

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00:11:25.134 --> 00:11:39.445

We had a person who tested positive who was put up at a hotel with supports in place because it would have been to ensure the protection of the people that were still in the home because there wasn't a way to safely sort of

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00:11:40.254 --> 00:11:42.085

isolate that person in the home,

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00:11:42.355 --> 00:11:49.375

but those decisions are made in each of the placements where people are thinking about ensuring the care of that person,

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00:11:49.495 --> 00:11:56.815

and the safety of everyone else in the home and DC health and in our experience has been working closely with our providers

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00:11:57.534 --> 00:11:58.705

To ensure that

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00:11:58.705 --> 00:11:59.544

in every case.

96 ~ **Crystal Thomas:**

00:12:01.134 --> 00:12:03.595

"If the public health situation worsens,

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00:12:03.595 --> 00:12:05.575

or residential staffs shortages

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00:12:05.575 --> 00:12:08.215

become more, people in support living

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00:12:08.215 --> 00:12:12.625

may need to leave their homes and go stay with families for other personal support. Since

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00:12:13.315 --> 00:12:27.894

the duration of COVID crises is unknown. These days could be lengthy. Will DDS ensure that such circumstances, people not only retain their waivers slot, but will return to support living once the crisis is over?"

101 ~ **Director Andrew Reese:**

00:12:32.634 --> 00:12:32.965

"So,

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00:12:32.995 --> 00:12:33.475

yes,



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00:12:33.475 --> 00:12:48.445

People, so there are some people who have changed their placement or change their services based on this and once this ends the services that were in place before we will resume. Winslow could

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00:12:48.445 --> 00:12:50.184

speak further about this.

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00:12:50.215 --> 00:12:50.784

Perhaps."

106 ~ **Winslow Woodland:**

00:12:51.865 --> 00:12:52.794

"Interestingly,

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00:12:52.794 --> 00:12:58.884

we have had families who typically would receive in home support,

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00:12:59.549 --> 00:13:06.115

who have decided not to have staff come into the home

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00:13:06.625 --> 00:13:20.904

and the person served is relying on natural supports in that case. We take each person's decision on how they want to guide and protect themselves from the

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00:13:20.904 --> 00:13:21.654

virus.

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00:13:21.985 --> 00:13:32.245

Even if the fear is not reasonable. We follow their choice and allow them to choose where they want to be. And how they want to be supported."

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112 ~ **Crystal Thomas:**

00:13:34.585 --> 00:13:46.554

"Can you commit to not terminating anyone's services during the public health emergency?"

~ **Director Andrew Reese:** "Certainly, you know, there are,

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00:13:48.985 --> 00:13:50.365

As Winslow has just said,

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00:13:50.424 --> 00:13:56.365

we're working with each person to ensure that they get the services that they need during this public health emergency,

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00:13:56.544 --> 00:14:04.975

based on sort of delivering the services in a manner that works for them. Would no one end services,

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00:14:05.845 --> 00:14:14.095

it's still possible that a person could choose to say I don't want, So, you know, at this point in time, I've decided, I want to end services.

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00:14:14.335 --> 00:14:29.034

People do still have choice and this has been an issue that has arisen in some cases where people are exercising their choice and we try to work with them so that they can exercise that in the way that's in their best interest.

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00:14:29.034 --> 00:14:38.754

But at the end of it, it is still their choice. Are we terminating services? No. Is it possible that someone could make a choice to end their services? Absolutely.

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00:14:39.625 --> 00:14:53.784

And, you know, if someone did end and say that they wanted to return, that would likely happen. So, you know, I, it feels like a more nuanced questions and just can you terminate services?



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00:14:53.784 --> 00:15:04.855

I've been in this position for four years now, and I think I can count on one finger the number of people who services have terminate, been terminated.

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00:15:05.429 --> 00:15:15.264

One hand, I can only think of one that I know of, but we rarely, it's extremely rare, that DDA terminates services for a person.

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00:15:15.865 --> 00:15:21.174

And we, certainly in the middle of this public health crisis wouldn't be terminating services for people.

123 ~ **Crystal Thomas:**

00:15:23.154 --> 00:15:30.294

"Will you send targeted mailings to people who receive DDS services similar to what DACL has done for seniors?"

124 ~ **Director Andrew Reese:**

00:15:34.585 --> 00:15:39.745

"So, what we have been doing is trying to provide this forum to provide information to people.

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00:15:39.955 --> 00:15:54.565

I don't think that we're a good sort of, that you can analogies that you can compare us in that way to DACL because DACL has some programs like meals for seniors and so

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00:15:54.565 --> 00:15:57.355

every senior who's contacted them for meals,

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00:15:57.384 --> 00:16:12.235

they have on their list and they send out a mailing to all of them to give them information. We're either providing services to a group of people or not and an instances where we're providing services we have our provider staff or

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00:16:12.745 --> 00:16:19.524

service coordinators who are in regular communication with people and are able to explain these things to them.

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00:16:21.414 --> 00:16:26.845

I think that this comes from a place of people feeling like people need to have the information,

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00:16:27.054 --> 00:16:29.304

and so people who don't have access to,

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00:16:29.725 --> 00:16:31.884

and for people who do have access to the Internet,

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00:16:31.914 --> 00:16:41.995

I will remind you always go to our website and click there. You get the most current information for people who don't please encourage them to call into this.

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00:16:41.995 --> 00:16:54.835

Because we'll provide the most current information. Doing a mailing to the thousands of people on our mailing list. We don't think would be an effective use of resources or time, but

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00:16:55.375 --> 00:16:59.215

trying to make sure and I think the most important thing,

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00:16:59.215 --> 00:17:01.225

because in this difficult time,

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00:17:01.644 --> 00:17:07.974

what's most important is to get a clear simple direct message out to people,

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00:17:08.214 --> 00:17:12.055

which is, the way that we keep all of us safe through

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00:17:12.055 --> 00:17:24.265

this is to stay at home, to only go out if it's to do essential business, wash hands regularly, at least twenty seconds.

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00:17:24.295 --> 00:17:32.484

Every time you wash your hands trying not to touch your face. And if you feel ill call your doctor."

140 ~ **Crystal Thomas:**

00:17:34.884 --> 00:17:47.664

"What guidance is DDS offering to providers about PPE and when use it?"

~ **Director Andrew Reese:** "We have posted our guidance on our website, the guidance that's been provided by D. C.

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00:17:47.664 --> 00:17:58.194

Health is out there so that all of our providers have it. It's really about the same thing

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00:17:58.194 --> 00:18:11.815

I've talked about before. First of all, there's been guidance that been put out by DC health, about conserving personal protective equipment for health care providers, for circumstances where it is necessary.

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00:18:12.119 --> 00:18:25.855

So, there may be circumstances where providers need to use PPE and in those instances, they work with DC Health to obtain it, in other instances, there may be times where it makes.. where it is very important

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00:18:26.125 --> 00:18:31.525

that provider staff have cloth masks covering their face,

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00:18:31.734 --> 00:18:37.164

because they're close to people to ensure the protection of the people they support. I think,

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00:18:37.164 --> 00:18:37.494
for,

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00:18:37.765 --> 00:18:38.065
you know,

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00:18:38.065 --> 00:18:44.394
for people who are getting services and they see a person come in with a mask.

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00:18:45.059 --> 00:18:56.545
The first thing someone thinks is that the person is protecting..the person with the mask is trying to protect themselves from you instead of recognizing that what the mask maybe for,

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00:18:56.545 --> 00:18:57.384
in that instance,

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00:18:57.744 --> 00:19:03.984
is them trying to protect you from any possible transmission from them.

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00:19:04.555 --> 00:19:15.924
And so there is the guidance out there about using cloth face masks in some circumstances. And so, you know, we've made all that guidance available to our providers."

153 ~ **Crystal Thomas:**

00:19:17.815 --> 00:19:30.954

"How has Dr. Brown been involved with people who have COVID or who are exhibiting symptoms, but may not have a diagnosis? Do providers know Dr. Brown is a resource and how they would get a hold of him?"

154 ~ **Winslow Woodland:**

00:19:31.855 --> 00:19:35.184

So DDS continues to follow

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00:19:35.184 --> 00:19:48.714

it's clinically complex protocol that was developed on or around August of 2019, and was shared with all of our providers and is posted it on our website.

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00:19:50.214 --> 00:19:57.805

We have been utilizing Dr. Brown. He is aware of all of our current cases, and to the extent

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00:19:57.805 --> 00:20:11.724

the person symptoms are clinically complex, he has been involved in those cases on a consulting basis. He is not a treating physician. He's not a primary care physician.

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00:20:11.755 --> 00:20:18.654

He's not a treating physician for our target population. He's not a medical director

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00:20:18.654 --> 00:20:32.125

Of any of the agencies, and he is not the primary care physician of any of the people served that I'm aware of. So, the answer to the question is he is actively involved.

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00:20:32.400 --> 00:20:46.795

We continue to follow our medically complex and clinically complex protocol. And I'm actually very proud of the work that he's done to support us through this crisis. He's an on the ground physician

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00:20:47.130 --> 00:20:56.095

whose primary business is providing home visits to people prior to COVID and prior to us consulting with him.

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00:20:56.460 --> 00:21:10.944

And for that fact, he is one of the city's untapped gems in public health, I believe and I'm glad to have him on our team."

~ **Crystal Thomas:** "Is DDS coordinating with DC Health to ensure the District

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00:21:10.944 --> 00:21:18.894

and district hospitals will not engage and disability related discrimination when making decisions about allocation of medical equipment?"

164 ~ **Director Andrew Reese:**

00:21:20.519 --> 00:21:29.845

"The challenge with these kinds of ethical decisions that get made are about when medical equipment is so scarce, that there needs to be a rationing of it.

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00:21:30.174 --> 00:21:43.134

And what DC Health, and the Mayor are working on very hard, is to ensure that the District has an adequate supply of the inadequate number of hospital beds, inadequate number of ventilators.

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00:21:43.315 --> 00:21:54.384

So that everyone who needs some, can get them. And then you don't get this question of, who is it that doesn't get access to this scarce resource.

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00:21:55.194 --> 00:22:07.615

The other thing I want to take the opportunity to emphasize is the way that we ensure that there is an adequate supply is by staying at home,

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00:22:08.275 --> 00:22:09.984

by reducing contacts

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00:22:09.984 --> 00:22:14.724

with people, by what they keep talking about is flattening the curve,

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00:22:14.964 --> 00:22:20.214

which means not seeing the number of people who get infected and need to go to the hospital

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171

00:22:20.394 --> 00:22:24.414

or need a ventilator, not seeing that number go up too quickly.

172

00:22:24.625 --> 00:22:34.734

So that we do have the resources we need because the reality is the district wants to ensure that everyone who needs the resource has access to it.

173

00:22:34.914 --> 00:22:42.115

So that we don't get to a position of saying, you know, who it is, it should be screened out of the scarce resource."

174 ~ **Crystal Thomas:**

00:22:44.515 --> 00:22:59.275

"Will all questions and answers to be issued in writing?"

~ **Director Andrew Reese:** "So there's a couple of answers to that. One is that we do post the recording of this on our website, keep in mind however, it takes about a day for WebEx to get us the recording.

175

00:22:59.724 --> 00:23:09.535

For some reason, there's been some issue with the recording of our community call last week. And so we're trying to resolve that with WebEx,

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00:23:09.954 --> 00:23:18.234

But as we receive the recordings from them, we then work with the Office of the Chief Technology Officer to post it on our website.

177

00:23:18.865 --> 00:23:27.805

Those recordings create a book of a transcript. And so our staff then work

178

00:23:27.835 --> 00:23:42.505

on listening to the recording and typing up.. anyone who has voice recognition on a phone knows the work that that would then go into having to correct all of the typographical

179

00:23:42.505 --> 00:23:44.484
issues or the misinterpretation.

180

00:23:44.484 --> 00:23:50.545
So someone listens to it and types it up. But those transcripts will also be available as soon as I can on our website."

181

00:23:52.884 --> 00:23:59.184
"DSPs need something in writing that they are essential workers since they are not explicitly listed in the Mayors orders.

182

00:23:59.214 --> 00:24:11.454
Can that be provided by DDS?"

~ **Director Andrew Reese:** "I've addressed this on our provider call. First of all, they are listed

183

00:24:11.634 --> 00:24:12.355
and also,

184

00:24:12.355 --> 00:24:21.355
in one of the Mayor's order regarding stay at home has a question and answer at the end and they're explicitly referenced in that also,

185

00:24:22.650 --> 00:24:23.275
you know,

186

00:24:23.305 --> 00:24:24.474
the Mayor's order,

187

00:24:24.474 --> 00:24:25.194
if you read,

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188

00:24:25.194 --> 00:24:33.444

it identifies a whole list of businesses that are essential businesses and so,

189

00:24:33.595 --> 00:24:34.045

you know,

190

00:24:34.559 --> 00:24:40.194

the employees that go to all of those businesses need to be able to travel to work.

191

00:24:40.494 --> 00:24:51.265

So, the person who is at your gas station, who's at the grocery store, who is at the cleaners, they all have the same issue with being able to get to work. To the extent

192

00:24:51.625 --> 00:25:02.994

at some point in time, those people are going to need some letter from an employer then it would be the provider agency that employs them. That would do that.

193

00:25:05.184 --> 00:25:16.464

That would be responsible for giving them that letter. So, I'm noticing that is just about 11am and

194

00:25:21.775 --> 00:25:35.755

So, at this time, we're going to pause, just for one moment to remember those people who we've lost to this virus as well, as all of the people who have had losses, the people who are dealing with this right now.

195

00:25:35.964 --> 00:25:44.934

So, if we could take just the next minutes to think or pray for those of you, who do, about those people, and then we'll resume.

196 ~ **Director Andrew Reese:**

00:26:51.805 --> 00:26:55.194

"Thank you. So, we're back now."

197 ~ **Crystal Thomas:**

00:27:01.315 --> 00:27:10.194

"This call doesn't ensure that people get plain language information in their homes. It is important for DDS to make sure key information is reaching homes.

198

00:27:11.519 --> 00:27:26.125

An example of respect to wearing mask."

~ **Winslow Woodland:** "The service coordination team, along with the registered nurses who work for the DDA are

199

00:27:26.125 --> 00:27:30.595

actively calling people checking in with them,

200

00:27:30.954 --> 00:27:38.815

particularly those who live in natural homes and providing information, answering questions to the extent

201

00:27:38.815 --> 00:27:41.694

Possible, reassuring people of

202

00:27:42.625 --> 00:27:43.075

you know,

203

00:27:44.005 --> 00:27:45.684

in cases of anxiety,

204

00:27:45.894 --> 00:27:50.815

we've even had our psychologist in one case where it was necessary,

205

00:27:51.174 --> 00:27:55.974

provide support to a person. While we don't provide direct services,

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206

00:27:55.974 --> 00:28:04.884

We do have staff who have been apprised of the current situation have been provided all current information.

207

00:28:05.244 --> 00:28:16.345

And who are assigned to individuals so, in terms of plain language, if the director stated, we want people to be informed.

208

00:28:16.740 --> 00:28:29.214

But we also feel that hearing information from people who you've already built the relationship who are in positions where information is shared is very important.

209

00:28:29.759 --> 00:28:37.285

And so we believe we are providing information in plain language to people to the extent possible."

210 ~ **Crystal Thomas:**

00:28:40.795 --> 00:28:51.414

"And at this time, if you could type in any responses there, any questions comments to add to this discussion, we'll hold.

211

00:29:08.575 --> 00:29:16.194

Do you have any advice on helping some of our family members, or clients with disabilities understand the severity of the COVID epidemic?"

212 ~ **Winslow Woodland:**

00:29:16.859 --> 00:29:26.125

"Most recently our agency psychologist had found plain language guidance on how to have these discussions,

213

00:29:26.400 --> 00:29:32.335

and we will be posting that to our website and would be willing to share."

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214 ~ **Director Andrew Reese:**

00:29:52.404 --> 00:30:02.994

"So, the other issue, it's sort of like what I hear in this question, too, is sort of two sides. One of them being the importance of people understanding the basic information.

215

00:30:02.994 --> 00:30:17.275

And the other, I think is probably, maybe when you say, do, we help people understand the severity of this. I'm wondering if part of with that gets too, is people really being uncomfortable with the Mayor's order to stay at home.

216

00:30:18.204 --> 00:30:26.305

Because, you know, you do see people who continue to go out and it's challenging for them to understand that this is really serious.

217

00:30:26.724 --> 00:30:41.065

And I don't think the people that we support are all that different from other people in the community about really understanding the importance of

218

00:30:41.815 --> 00:30:43.164

staying at home,

219

00:30:43.529 --> 00:30:44.154

you know,

220

00:30:44.875 --> 00:30:48.625

and learning from what we're seeing in the numbers.

221

00:30:49.079 --> 00:31:03.355

Because the worst way to learn about this is to learn firsthand. And unfortunately a lot of us sort of learn most effectively when it only impacts us personally.

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222

00:31:03.775 --> 00:31:07.434

And what we're really trying to do here is help people learn

223

00:31:09.234 --> 00:31:22.825

Or, at least help people to act in the right way. So that they don't have to learn personally about how serious this is. And part of that is, I think part of it's not part of them learning it,

224

00:31:22.825 --> 00:31:35.994

But part of where the question comes from, I think, is from people pushing back hard on this issue of, why do I have to stay home? How long is this going to last?

225

00:31:36.654 --> 00:31:51.204

All the things I hear every evening when I get home. And, you know, part of the answer to that is the question that I've had for people that I, I would I hope people can share with us.

226

00:31:54.625 --> 00:32:08.454

Of what are you doing to be able to manage this sort of, you know, being stuck at home? What things are you doing to pass the time? How are you managing this?

227

00:32:08.454 --> 00:32:15.174

What kinds of activities do you now do that ensure that,

228

00:32:16.404 --> 00:32:29.605

Excuse me, that ensure that you can maintain social distance while also engaging in social activities, engaging and physical activity.

229

00:32:29.845 --> 00:32:31.644

Because if it what people are,

230

00:32:31.914 --> 00:32:32.545

what,

231

00:32:32.545 --> 00:32:34.045

I think the question is about,

232

00:32:34.045 --> 00:32:42.085

is people who don't recognize it is essential to the extent we can,

233

00:32:42.085 --> 00:32:48.744

which means other than when we need to leave home for an essential activity that we stay at home,

234

00:32:49.134 --> 00:32:53.095

but staying at home does not mean isolating from people,

235

00:32:53.365 --> 00:32:59.065

and it does not have to mean not engaging in any activity or any social interaction."

236 ~ **Crystal Thomas:**

00:33:01.974 --> 00:33:03.474

"Are there any other questions?"

237 ~ **Director Andrew Reese:**

00:33:05.519 --> 00:33:06.059

"Okay,

238

00:33:56.035 --> 00:34:00.055

one of the questions that I see coming up and we don't want, I mean,

239

00:34:00.055 --> 00:34:00.265

I'm,

240

00:34:00.265 --> 00:34:05.964

not going to give an answer right now is the number of provider staff who have tested positive.

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241

00:34:06.204 --> 00:34:20.994

We are working with providers on making sure that we're tracking this. The challenge is, you know, you get people who work at a provider agency who may go to the doctor on their own and we're not going to know about that.

242

00:34:21.025 --> 00:34:32.664

We would we expect them to report those. If someone tests positive. There is a report made, but we are working with the providers to make sure that we have a list so that we can be tracking.

243

00:34:37.164 --> 00:34:49.644

Which people have tested positive. Exposures, the number has been higher because the people who worked in the homes, where we've had people who have tested positive, have all been, you know, many of them have been contacts.

244

00:34:49.675 --> 00:34:54.385

So, we're working with the providers to make sure that we have an accurate number before we share any data."

245 ~ **Crystal Thomas:**

00:35:02.724 --> 00:35:03.954

"Any other questions?"

246 ~ **Director Andrew Reese:**

00:35:29.670 --> 00:35:44.425

"So, it appears we don't have other questions. I want to thank people for participating today. I want to remind people first of all that next week, we will start at 10am, which will allow people to then view the Mayor's daily briefing at 11am

247

00:35:44.425 --> 00:35:58.585

and also please, so we've provided information to people about submitting questions.

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00:35:59.605 --> 00:36:01.255

I want to emphasize again,



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249

00:36:01.735 --> 00:36:04.260
please submit suggestions,

250

00:36:06.594 --> 00:36:08.635
ideas that you have come up with,

251

00:36:08.815 --> 00:36:16.855
to pass the time in a way that keeps you from being isolated and allows you to engage in physical activity in healthy,

252

00:36:16.855 --> 00:36:17.994
safe ways.

253

00:36:18.300 --> 00:36:30.414
It appears that someone else submitted the question. Whether providers are taking staff temperature when they start their shift. We have instructed all providers to be doing that.

254

00:36:30.414 --> 00:36:38.155
And I know that as we've worked with DC Health that they are checking with providers about, you know, ensuring that there's a law reflecting that.

255

00:36:57.085 --> 00:37:04.735
So, it appears that that's the end of the questions. We will talk with people next week. Thank you very much."