

Providing Services to Persons
With Intellectual and Developmental Disabilities
March 26, 2020



Dear Parent/Family Member,

During this very difficult time, Community Options is doing everything possible to keep your family member and our staff safe and healthy, and we need your help and cooperation in those efforts. As you are aware, this is a rapidly developing and changing situation, and we are constantly updating our policies and processes in compliance with guidance from the Centers on Disease Control, the Colorado Dept. of Public Health & Environment, and local officials.

As of this date, here is where we stand in this situation, and again, we need your assistance and cooperation:

- We are not allowing any visitors who are not Community Options staff into any of our facilities. We understand that maintaining family connections are extremely important, and we encourage you to call or facetime with your family member.
- At this time we are not mandating that you cannot take your family member out of the facility for outings, but that may be a future consideration. In the meantime, if you choose to do so to take them for a walk, or take them home for a meal, etc., it is vitally important that you practice social distancing, stay away from large groups, and are ever vigilant in protecting your family member from possible COVID exposure. This is not only to protect you and your family member, but also to prevent bringing illness back into our facility and jeopardizing the health of the other residents and our staff.
- If your family member lives semi-independently without full-time staff present, we need your assistance in limiting visitors, and in helping your family member practice good hygiene, social distancing, and other efforts to keep them and our staff healthy and safe.
- We also understand that some families might be considering moving your family member back home during this crisis. We understand that, and it is certainly your right to do so.
- When making that decision, however, we want you to know the full implications:
 - If you take your family member home, plan on having them there for the duration of this situation. Once a person leaves our care, we cannot allow them to return until the threat is over.
 - As it currently stands, a person loses their Medicaid Waiver eligibility if they do not receive a service from us within 30 days. The state is still working on this issue and considering extending that timeline, but has not done so as yet. As we get further guidance from the state we will let you know.
 - If a person loses their Medicaid Waiver eligibility, we will have to terminate them from the Waiver, and they will lose their residential enrollment and go back on the statewide waiting list. Bottom line, they would not be able to return to their residential setting until another enrollment was allocated from the state, which could take years.

Thank you in advance for your understanding and assistance as we deal with this crisis together.

Sincerely,

A handwritten signature in blue ink, appearing to read "Tom Turner", is written over a blue circular scribble.

Tom Turner-Executive Director