**COVID Guidance**

It is expected that providers will follow appropriate procedures as recommended by the CDC, ODH, their local health department, and health care professionals.

Providers are encouraged to ensure that a person-centered approach to services is maintained by communicating with people receiving services, their families, guardians, and DSPs to keep them updated on how they can stay safe during this time.

Each agency should have an emergency response plan.

Independent providers should be aware for each person they serve who is the designated back-up provider. Providers with questions should contact the person’s service and support administrator (SSA) for details.

DODD supports a provider’s ability to prioritize medical appointments, follow-ups, and consultations based on the needs of the person and after consultation with the appropriate medical professional.

When possible, telehealth options, such as 24/7 nurse phone lines, should be explored.

Providers are advised to continue taking all possible steps to protect people served and the staff working with them. This includes continuing to require mask use as outlined in the governor’s statewide mask order.

Who to contact when someone is exposed: Individuals team – including guardian, other providers, and SSA

**Helpful Links**

- Guidance: LTSS Pre-Surge Planning Toolkit
- DODD Companion Guidance for Using Long-Term Services and Supports Pre-Surge Planning Toolkit
- DODD Frequently Asked Questions about LTSS Pre-Surge Planning Toolkit
- What COVID-19 Means for DSPs
- Ohio Department of Health Coronavirus Information Page
- Centers for Disease Control and Prevention COVID-19 Updates
- CDC How to Protect Yourself