

Dear New England ABA Client,

We want to update you on the status of our services as we monitor, plan for, and mitigate the risks of Coronavirus (COVID-19) as we continue with our service delivery as an essential service provider.

Our ability to deliver services continues to remain dependent on both our staff and you (1) remaining comfortable participating in services, (2) understanding the potential risks, and (3) maintaining fitness for service. It is important that you understand continuing to receive our services does increase the risk of those in your household of exposure to COVID-19. Therefore, you must weigh the benefits of continuing versus the detriment of pausing services against the increased risk for exposure and potentially contracting COVID-19. You can speak with your Clinical Supervisor and Regional Clinical Manager to help make an informed decision about this, and we will respect and fully support your decision.

Most Health Insurance Plans and School Districts continue to be flexible regarding the use of telehealth as an alternative to face to face service delivery to help with the continuity of care and reduce the risk of spreading COVID-19. We will continue to evaluate how we can use telehealth with our clients where appropriate and feasible. You can discuss options for the use of telehealth as part of your child's program with your Clinical Supervisor.

New England ABA will continue to follow guidance of both the CDC (<https://www.cdc.gov/>) and the MA Department of Public Health (<https://www.mass.gov/orgs/department-of-public-health>) for determining whether our staff, your child, and those living in your household remain fit for service. **If any of the four criteria below apply to your child or members of your household then we would not consider your family to be fit for service.** Our staff will also be following this same guidance to ensure they are fit for providing services.

1. Have a cough, shortness of breath or difficulty breathing, fever (100.3 degrees or higher), chills, muscle pain, sore throat, or new loss of taste or smell?
2. Have you traveled outside of Massachusetts (excluding Lower Risk states listed [here](#)) under MA COVID-19 travel advisory in the past 14 days?
3. Have come in close contact with a person (live with or have been within 6 ft of for over 15 minutes) diagnosed with COVID-19 in the past 14 days
4. Have been diagnosed with COVID-19 or told by a healthcare provider that you may have COVID-19

**If any of the criteria do apply to your child or members of your household, we ask that you continue to complete the following steps immediately:**

- Per CDC guidance, consult with a medical professional if you have COVID-19 symptoms.
- Cancel sessions by contacting New England ABA's Client Service team at 866-926-4345. A voicemail can be left outside of office hours.
- Contact your Clinical Supervisor

**Maintaining open lines of communication remain critical so we expect that you will continue to participate in 'fitness for service checks' prior to each session in which you will be asked to:**

- Provide New England ABA Staff with regular accurate information about the status of being exposed to someone with COVID-19 symptoms (e.g., fever, cough, shortness of breath, chills, muscle pain, sore throat, or loss of taste or smell).
- Provide New England ABA staff with daily accurate information about the status of all members of your household in regard to showing any signs of COVID-19 as outlined by the CDC (fever, cough, shortness of breath, chills, muscle pain, sore throat, or loss of taste or smell), or being positive for COVID-19.
- Take a daily temperature of everyone in the household and immediately notify New England ABA staff if someone has a temperature of 100.3 or higher.

In addition, we ask that you continue to agree to the following in line with CDC guidelines:

- All members of the household agree to wash hands frequently, to include after sneezing, coughing, blowing nose, touching face, or consuming food or drink.
- If services are being rendered in the home, the space in which the client and clinician will be using, must be thoroughly sanitized with disinfectants before and after each session, to include the restroom that the technician will be using. The CDC has published the following guidelines:  
<https://www.cdc.gov/coronavirus/2019-ncov/prepare/cleaning-disinfection.html>
- All members of the household agree to use social distancing while interacting with staff in the home.
- Staff will only bring toys and materials into the home that have been sanitized.



You can continue to direct information about your status (e.g., comfort receiving services, fitness for services, availability, and cancellations) to your Clinical Supervisor.

**We request that you complete the secure online consent form linked here [https://starofca.formstack.com/forms/covid19\\_fitness\\_for\\_service\\_attestation\\_client](https://starofca.formstack.com/forms/covid19_fitness_for_service_attestation_client) to confirm your child and family members in your household's comfort, willingness, and fitness to participate in services as of this client notice dated 9-2-20, and at any time in the future there is a change in your child and family member's status. If you are a current client and have completed an attestation in the past we ask that you also reattest using this link as well.**

For additional questions or concerns you may have, please reach out directly to your Clinical Supervisor.

Our staff agree to also follow these same expectations outlined above. You will be immediately notified should the status of our staff change, and potential exposure information will be shared with you, while maintaining required confidentiality regarding the individual's right to privacy. We will work to reduce the number of staff on each case where possible to help reduce the risk of spread. Please be advised that if our staff become compromised or are no longer comfortable providing services, this may require us to pause your services if another staff is not immediately available.

We remain committed to the health and safety of our clients, families, and staff as we navigate the challenges ahead and carry on in our service delivery.

Together,

New England ABA Team