

S^D Associates LLC

Behavioral Services Assessment, Consultation, Training and Direct Service

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To: S^D Families

From: Lesha Rasco & Jennifer Johnson NVT Program Directors

Date: May 8th, 2020

Summary of Insurance Services Up to Now:

Staff have been providing telehealth services to families and clients where appropriate and allowable by the insurance company. We have built out our initial infrastructure to be able to provide the platforms necessary to do this and to give guidance and support to families to begin telehealth. This was our first best solution to mitigate risk during the initial increase in COVID-19 cases while still providing the benefit of some ABA programming and consultation to clients and families.

Preparation for Next Steps:

We have been working to manage and respond to the updated health recommendations while monitoring client and family well-being over the past 6-7 weeks. We have been preparing for a time when we could safely provide in person services to clients and families. We have been following the guidelines by the government and have been outlining a phase in plan for in person services that includes risk mitigation procedures outlined by the state of Vermont. Some of these preparatory steps have included securing the necessary PPE equipment (masks, shields and gloves), having an adequate supply of cleaning supplies as well as increased cleaning protocols, purchasing thermometers and putting together protocols for taking staff temperature before engaging in in person services and significantly changing up our office space and clients therapy spaces to limit the contact of people to client by only necessary staff. We have done our best to get information and make necessary changes as quickly as possible and yet we know it likely has not met all of your needs.

What we anticipate:

We anticipate being able to slowly open up the offices to start serving Insurance clients (earliest being 5.18.20) with the goal of all student's having access to treatment in our offices by June 1, 2020. Our goal is to create an environment, staffing model and schedule of treatment model that limits the exposure that clients and staff will have to other people while still receiving the treatment they need. Families will have access to seeing the office spaces and understand more about our protocols over the next couple weeks. Families that are apprehensive about in person services can still access telehealth services. Please know that your Behavior Analyst will support you and we will do our best to meet the needs of your child at this time in a capacity that is safe and comfortable for families and staff. We

anticipate that this will mean that services will look different as regards location, time of day, and length of program time. We will together create our New Normal with everyone's best interest in mind. I recognize that this will be hard for everyone and for some it will not be ideal. If you find this frustrating, confusing, not helpful etc., call us, email us whatever you need, but know that the staff are working hard to adapt to the new normal for your child and other's in a very uncertain and stressful time. They are not making the decisions and are just trying to follow them. For those families that receive school services from us, we are reaching out to schools to start prepping for ESY services this summer. Per the government guidance (as of 5.8.2020) we will not be providing in person services for the 19-20 school year but will be able to provide in person summer programming. During this time we will continue to plan for in person programming for the summer following the state guidance.

We at S^D are in awe of how all the families have managed this time. You are all amazing! Happy Teacher Appreciation Week and Happy Mother's Day!!