



Dear Valued New England ABA Client,

We want to update you on the status of our services as we continue to monitor and plan for the Coronavirus (COVID-19) and the guidelines around the [reopening of Massachusetts](#) which was announced by the state on May 18, 2020 and that went into effect on May 25, 2020.

These guidelines set by the state of Massachusetts are intended to reduce the spread of COVID-19 by aggressively limiting social contact with others. Be advised that New England ABA has been deemed an essential service provider and remains available to provide in-home face to face services to you. Our ability to do so is dependent on both our staff and you (1) remaining comfortable participating in services, and (2) 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 to help make an informed decision about this, and we will respect and fully support your decision.

You should already have been made aware by our regional teams that a telehealth option is now available through most health plans in MA. If you are interested in this option please contact your Clinical Supervisor or Client Service Coordinator at 866-926-4345.

Fitness for Service:

New England ABA will continue to follow the guidance of both the CDC (<https://www.cdc.gov/>) and the MA Department of Public Health (<https://www.mass.gov/orgs/departments-of-public-health>) for determining whether our staff, your child, and those living in your household remain fit for service. As previously requested through company guidance on March 13 and March 23, 2020, we ask that if you or any other person living in your home falls within one or more of these four categories below that you cancel sessions. Our staff will also be following this same guidance to ensure they are fit for providing services.

5/29/2020



1. Have a fever (100.3 degrees or higher) or new respiratory symptoms such as cough, shortness of breath, or sore throat
2. Have traveled to a COVID-19 affected area (outside of the US) under 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

It is critical to maintain open lines of communication, we expect our clients to provide their Clinical Supervisor and Client Service Coordinator immediate updates should they answer “yes” to any of these questions.

Session Prep

In addition, we ask that you and your family members agree to follow the current MA Department of Health guidance on COVID-19 Prevention and Treatment located on their website:

<https://www.mass.gov/info-details/covid-19-prevention-and-treatment#prevention->

- 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.
- All staff members are required to wear a face covering during therapy sessions.
- All staff members will wash their hands both before and after therapy sessions.
- Staff will only bring toys and materials into the home that have been sanitized in accordance with CDC guidelines.



Please continue to direct information about your status (e.g., comfort receiving services, fitness for services, availability, and cancellations) to your Clinical Supervisor or Client Service Coordinator. To make us aware of cancellations please continue to call your client service team at 866-926-4345.

All home based staff members have agreed to follow the same expectations outlined above and have completed a training based on these steps taken to mitigate the spread of COVID-19. 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 member is not immediately available. New England ABA has created a Landing Page on our website that contains all client notices related to COVID-19 ([link here](#)).

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 essential service delivery.

Together,

The New England ABA team

I agree to following all directions provided above: