



# North Los Angeles County Regional Center

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March 26, 2020

Dear Residential Service Providers,

Effective immediately, visits to your facilities must be limited to individuals who need entry, as necessary for prevention, containment, and mitigation of COVID-19. Individuals who may need to visit are medical personnel, and government agencies responsible for protecting the health, safety, and welfare of consumers, including the Department of Developmental Services (DDS) and regional center staff.

To the extent feasible, regional center staff will attempt to conduct monitoring visits using remote electronic communications, such as Skype, Facetime, video conference, and/or telephone conference.

When an in-person monitoring visits is necessary, our staff will apply social distancing strategies such as observing the consumer from a distance or wearing personal protective equipment.

During this time, it is important to help families and friends stay connected with the individuals that you serve and as such, you must make reasonable efforts to offer the option for individuals to receive “virtual visitors” through the use of audio or video communications, such as FaceTime or telephone. Other video applications available on the internet, free of charge, are Skype and Zoom.

Thank you for all that you are doing to protect the health, safety and welfare of our community!