



Esperanza Foster Family Agency Emergency Response: Covid-19

Esperanza Foster Family Agency (EFFA) works to ensure that all needs of our resource parents and clients are met, even in situations of emergency. The purpose of this emergency response notice is to provide families with services and assistance while Covid-19 (otherwise known as Coronavirus) is still considered a pandemic.

What is Covid-19?

The coronavirus itself is a large family of viruses that, while not new, have different strains. This specific strain is a newly identified strain that causes respiratory illness similar to influenza.

Symptoms include:

- Fever
- Cough
- Shortness of breath

To stop transmission of this virus, recommendations include to:

- Avoid close contact with people who are sick
- Practice social distance
- Avoid touching your eyes, nose, and mouth
- Stay home when you are sick
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipes

Who is at a higher risk for serious illness from Covid-19?

Some individuals are at higher risk of getting extremely sick from this illness. This includes:

- Older adults (65+)
- Individuals with compromised immune systems
- Individuals who have serious chronic medical conditions like
 - Heart disease
 - Diabetes
 - Lung disease

Emergency Actions

Supervision

EFFA is ensuring that its resource homes are being adequately supervised. Social workers are on call 24/7 and will be checking in with you in order to determine whether proper care is being followed under agency standards.

EFFA workers will also be expected to follow up with you regarding any issues or concerns that you might have via text message or phone calls. EFFA workers will also keep a check on the health of those of you that are most at risk for Covid-19.

Visitation

As a resource parent you cannot deny visits from either your EFFA worker or CCL workers. *However, at this time your social workers will not be doing home visits, instead they will be doing phone calls, text messages and video calls to check in with you and the children you are caring for.*

In Case of Diagnosis

Should EFFA have reason to suspect an outbreak of Covid-19 in our office or resource homes, the local health department will be contacted immediately. Any outbreak will be reported to the proper offices and protocol will be followed upon first notice of a case being reported.

Your duty is to inform your social worker and Maria the name of the person who might be affected by Covid-19. If you feel slightly sick please also inform your agency.

Critical Operations

Regular business hours will be maintained until otherwise advised or changes to state emergency occur. If the office closes down completely you will be informed via text message

Maria Jimenez will handle office phone numbers between the hours of 8:00 am and 5:00 pm. Rigoberto Gutierrez will take over the office phones after 5:00 pm and until 8:00 am.

As a resource parent you have your EFFA social workers available for calls 24/7 and starting today March 18, 2020, Maria Jimenez will also be available to you via text message 24/7 in case of paperwork requests or in case your social workers are not responding.

Training

Training at our office will be cancelled until further notice.
Trainings are available online via fosterparentcollege.com

- In order to create a portal, speak with Maria

Office Visits

All resource parents are asked to stay home and not come to the office unless it is extremely necessary for you to do so. For your safety and the safety of others please stay inside as much as possible

Respite

Due to the circumstances of Covid-19 please be advised that **RESPITE IS NEARLY IMPOSSIBLE TO FIND AT THIS TIME.** We ask that you do not plan on leaving your home for a trip as we do not have homes that can take respites at this time.

Remember that **RESPITE IS NOT GUARANTEED AT ANY POINT.** Just because you informed your worker about it does not mean we can accommodate.