

Light the
Way

THE AMISTAD
WALK ON
MARCH 28TH
HAS BEEN
CANCELED



DIRECTORS GREETING

I greet you from the comfort of my home after a Dallas County ordinance has forced me to shelter in place. I along with my founding partners, Maritza and Gabriela send you the warmest cyber hug.

March is traditionally recognized as disability awareness month. Every year on a March Saturday morning, we shake off the cold of winter and embrace the warmth of Spring as we march through the street of Del Rio, raising awareness about the plight of people with disabilities. Things are very different this year as COVID 19 has forced us to stay in our own homes. We couldn't join hands this year or embrace one another. Though we are separated by distance, we are joined by experience - this experience.

Our theme this year was selected months ago, "Light The Way." We couldn't have known then how germane this theme would be today. Allow me to explain. COVID-19 has drastically altered the fabric of our society. It has brought industries to a screeching halt; it has elevated the importance of fraternal bonds and it has forced us to stay put in our own homes.

Continued on next page...

CALENDAR OF EVENTS

APRIL

- 6:** Service Delivery Logs Due ●
- 7:** Dallas Advisory Committee (Teleconference)
- 8-13:** Office Closed
- 14:** Del Rio Advisory Committee (Teleconference)
- 21:** Laredo Advisory Committee (Teleconference)
- 27:** Fire Drills Due

MAY

- 5:** Service Delivery Logs Due
- 25:** Office Closed ●

JUNE

- 5:** Service Delivery Logs Due



Today, I respectfully, humbly and eagerly rely on Special Needs parents to “Light The Way.” You! Special parents know a thing or two about confronting a sickness or ailment that alters the fabric of your very being. How many of you didn’t experience fear as you stood before the prospect of raising a child with an ailment that you could not understand? But your creator loved you so much that he placed in you exactly what you would need in this uphill battle. You saw the delays in your child’s development; and you took them in stride. Some landmark developments never arrived; and yet you pressed on. You fought on. You didn’t stop. Indeed, within you lies a special grace that we can all use and benefit from now. And so, I rely on special moms and dads, brothers and sisters, and special families to “Light The Way” for the rest of us. Show us how we too can find the strength that seems to allude us all. Inspire us when we feel like there is doom on the horizon, to see even beyond that horizon as you have done the length of your child’s life.

Before his death in 1955, Albert Einstein wrote the following about crisis; “The crisis is the greatest blessing for people and nations, because the crisis brings progresses. Creativity comes from anxiety as the day comes from dark night. It is in crisis that inventiveness is borne as well as discoveries made. He who overcomes crisis overcomes himself, without getting overcome. He who blames his failures to crisis neglects his own talent and is more interested in problems than in solutions. Incompetence is the true crisis. The greatest inconvenience of people and nations is the laziness with which they attempt to find solutions to their problems. Without challenges, life becomes a routine, a slow agony. There is no merit without crisis. It is in the crisis where we can show the very best of us. Without a crisis, any wind can become a tender touch. To speak about a crisis is to promote it. Not to speak about it is to exalt conformism. Let us work hard instead. Let us stop, once and for all, the menacing crisis that represents the tragedy of not being willing to overcome it.”

It seems so appropriate to adopt Einstein’s approach to crisis in this day and age. In light of the writings of Einstein, I turn us now to our ancestors, our guides, namely, the apostle Paul who wrote, “But by the grace of God I am what I am.” Similarly, it is by the grace of God that are what we are and that we are where we are.

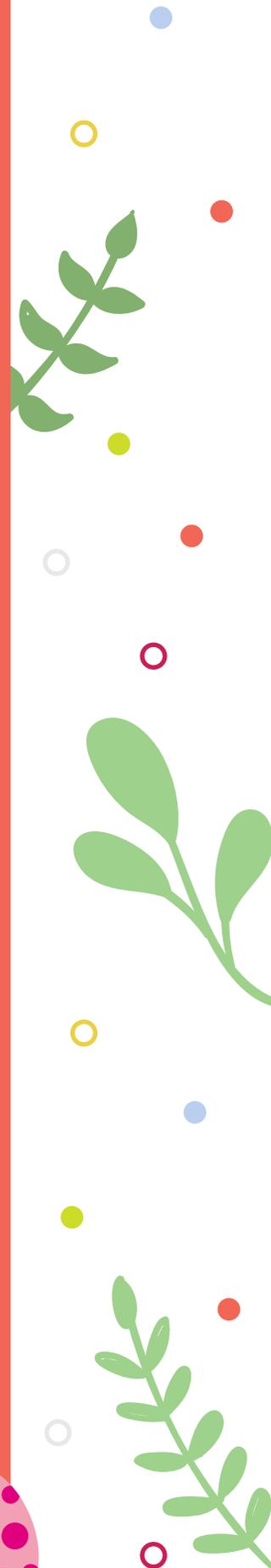
Do not despair friends. In another act of grace and love, God sent among us special people and special parents to light the way for us through these most dark days.

Stay safe and I look forward to the day when we can meet face to face and embrace each other, once again.

Sincerely,



Francisco Gonzalez
HCS/TxHmL/ GR Program Director



Home Caregivers Screening Flowchart

Before providing care for an individual in the home, ask yourself:

- 1 Do I have fever (higher than 100.3 degrees,) or new respiratory symptoms such as cough, shortness of breath, or sore throat?
- 2 Have I traveled to a COVID-19 -affected area outside of the U.S. in the past 14 days?
- 3 Have I had close contact (been within six feet for over 15 minutes or lived with) a person with COVID-19 in the past 14 days?
- 4 Have I been diagnosed with COVID-19 or told by a health care provider that I might have or have COVID-19?

**If you answer
NO to ANY
of these
questions**

Call ahead and ask the individual if they or anyone who lives in their house:

1. Has a fever (higher than 100.3 degrees) or new respiratory symptoms such as cough, shortness of breath or sore throat.
2. Has traveled to a COVID-19 -affected area outside of the U.S. in the past 14 days.
3. Has had close contact (been within six feet for over 15 minutes or lived) with a person diagnosed with COVID-19 in the past 14 days.
4. Has been diagnosed with or told by a health care provider that they might have or have COVID-19.

**If they answer
NO to ALL
of these
questions**

Continue to provide care to this individual in the home using prevention strategies including:

- Washing your hands often with warm water and soap for at least 20 seconds, or using alcohol-based hand sanitizer.
- Covering your mouth when you cough or sneeze, using a tissue or the inside of your elbow.
- Limiting physical contact with your client to only what is needed for care tasks.

Perform a self self-check screening and client screening every day, even if you are a live live-in caregiver.

**If they answer
YES to ANY
of these
questions**

The individual should call their health care provider and follow the provider's guidance.

If they need your help to make this call, you should provide assistance.

If client answered YES to question 1 only OR you are a live-in caregiver

If the client answered YES to question 4, or to questions 1 AND 2 or 3

Continue providing services to this individual using prevention strategies including:

- Having the individual wear a face mask.
- Wearing gloves when touching the individual.
- Limiting physical contact.
- Maintaining personal hygiene for yourself and the individual as described.

If you care for more than one individual, you are at risk of spreading disease.

If you answer YES to ANY of these questions

Do not go in to work. Call your health care provider for further guidance. Call the individual(s) you provide care for to tell them you are unable to provide care.

Discuss their back back-up plan. If a caregiver is unavailable, refer the individual to their health care provider.

If an individual is in an emergency, call 9-1-1.

BUT

If you are over the age of 60, have underlying health conditions or a weakened immune system, or are pregnant, you are at high risk for COVID-19 and should not provide care to this individual.

Call the individual(s) you provide care for to tell them you are not able to provide care. Discuss their back back-up plan with them. If they have an emergency, call 9-1-1.

Agency clinical staff should make a decision on whether it is appropriate for staff with personal protective equipment to visit clients.

If the agency does not have access to PPE and if the client requires immediate care, emergency services should be contacted.

If care cannot be provided, the agency should contact the client's other providers.

Attention



DUE TO THE RECENT COVID-19 PANDEMIC, ALL NON-ESSENTIAL VISITATION IS PROHIBITED UNTIL FURTHER NOTICE.

IF YOU FEEL THAT YOU HAVE AN URGENT SITUATION, YOU MAY CONTACT:

FOR MORE INFORMATION ON THIS REQUIREMENT: [HHSC Guidance to Home and Community-based Services \(HCS\) and Texas Home Living \(TxHmL\) Program Providers on COVID-19](#)

FOR MORE INFORMATION ON COVID-19 GO TO: [cdc.gov](https://www.cdc.gov)

Help keep our residents safe



COVID-19

The Texas Department of State Health Services (DSHS) is working closely with CDC in monitoring the developing outbreak. This is a rapidly evolving situation and information will be updated as it becomes available. Check back here often for the latest details and what Texans need to know about coronavirus disease 2019 (COVID 19).



How does COVID-19 spread?

Current understanding about how the virus that causes coronavirus disease 2019 (COVID 19) spreads is largely based on what is known about similar coronaviruses.

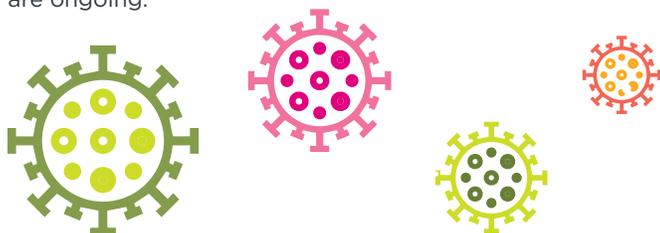
The virus is thought to spread mainly from person-to-person:

- Between people who are in close contact with one another (within about 6 feet).
- Via respiratory droplets produced when an infected person coughs or sneezes.
- These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.

It may be possible that a person can get COVID 19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.

People are thought to be most contagious when they are most symptomatic (the sickest). Some spread might be possible before people show symptoms; there have been reports of this with this new coronavirus, but this is not thought to be the main way the virus spreads.

Early on, many of the patients in the COVID 19 outbreak in Wuhan, China had some link to a large seafood and live animal market, suggesting animal-to-person spread. However, it is now clear that person-to-person spread is occurring. There is much more to learn about the transmissibility, severity, and other features associated with COVID 19, and investigations are ongoing.



What are the symptoms of COVID 19?

Patients with COVID 19 have reportedly had mild to severe respiratory illness. Symptoms can include:

- Fever
- Cough
- Shortness of breath



At this time, CDC believes that symptoms of COVID 19 may appear in as few as 2 days or as long as 14 days after exposure. This is based on what has been seen previously as the incubation period of MERS coronaviruses.

How can I prevent COVID 19?

There is currently no vaccine to prevent COVID 19. The best way to prevent infection is to take precautions to avoid exposure to this virus, which are similar to the precautions you take to avoid the flu. DSHS always recommends these everyday actions to help prevent the spread of respiratory viruses, including:

- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing. If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- 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 wipe.
- Follow the CDC's recommendations for using a facemask:
 - o The CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID 19.
 - o Facemasks should be used by people who show symptoms of COVID 19 to help prevent the spread of the disease to others. The use of facemasks is also crucial for health workers and people who are taking care of someone in close settings (at home or in a health care facility).



What do I do if I think I may have COVID-19?

If you are experiencing fever, cough, or difficulty breathing, and you have traveled to China, been exposed to a sick traveler from China, or been exposed to a person with COVID 19 in the last 14 days, you should contact your healthcare provider.

Be sure to call ahead before going to your doctor's office or emergency department to prevent any potential spread.

Nurse Call Guidelines

Always call your nurse to let them know of any issues you are experiencing. Call your nurse if and or when:

- Seizures (twitching, stiffness, staring into space)
- Pain or headaches
- Fever
- Sore throat, cold, cough, chest or nose congestion
- Vomiting or Diarrhea
- Constipation (no bowel movement 2 or 3 days)
- Refusing to eat
- Skin rash or allergies (sneezing, watery eyes, itchy eyes)
- Bruises or swelling
- Skin scrapes, cuts, skins broken open, or pressure sores
- Bleeding
- FALLS
- If you need to be delegated on a medication or if the client starts a new medication.
- If the label on the medication bottle does not match the prescription or medication sheet.
- If the medication DOES NOT have a label.
- If all refills have been exhausted and a new prescription is needed.
- If a consumer refuses medication or misses a dose.
- If you suspect a consumer is having side effects, nausea, dizziness, extreme drowsiness.
- If you suspect a consumer is having an allergic reaction to a medication, skin rash, hives, itching
- If the consumer misses a doctor appointment.
- If a consumer needs any medication ordered "as needed" or PRN

And always remember, it is best to over report than to underreport!

Quarterly Advisory Committee Meeting (Via teleconference)

APRIL
14
DALLAS

APRIL
14
DEL RIO

APRIL
21
LAREDO



**Send us copies
of your updated
Insurance Cards
and IDs. We
need them!**

**Did you know that you can reach all
managers at AyS by simply emailing
mgmt@myays.net. Feel free to reach out
if you need assistance with any issues.**

Emergency Preparedness Plan

March 2020 COVID-19

The following plan is being implemented with immediate effect in response to the novel coronavirus. When in doubt, call your nurse and or case coordinator.

- 1** All staff must follow guidance issued by The Center for Disease Control, The Department of State and Health Services, The Health and Human Services Commission and our local health department. *Your nurses and coordinators are constantly monitoring any updates to these guidelines. If you have questions about the guidelines, please reach out to us.*
- 2** In addition to following the guidance of the Infectious and Communicable Disease, please also implement the *How To Protect Yourself* guidelines issued by the Centers for Disease Control and Prevention.
- 3** The use of personal protective equipment is required but you will not be penalized if you are unable to find these due to current shortages. The personal protective equipment are the following: Hand Sanitizer, Face Masks, Gloves, Wipes, Thermometer
- 4** As instructed by the Health and Human Services, HCS and TxHmL providers must refrain from day habilitation, and events in public where large numbers of people are gathered. *No day habilitation services until further notice.*
- 5** If you are having staffing issues please notify us so we can take action to remedy this.
- 6** Visitors must be limited to essential personnel only. Essential personnel are staff, nurses and persons with legal authority to enter, such as surveyors, service coordinators and investigators.
 - Required Screening of Essential Visitors – Essential visitors may be allowed access unless they meet the following screening criteria: Have symptoms of respiratory infection, such as fever as defined by CDC (100.4 degrees), cough, shortness of breath, or sore throat. All visitors must be screened as a precautionary measure to ensure they do not meet this criterion.
- 7** Place visible signage at your entrance to address the screening criteria. The signage must remain in place until further guidance is issued. If your signage becomes damaged or illegible, inform us so we can replace it.
- 8** At the end of the essential personnel visit, please disinfect the areas where the visit took place.
- 9** Continue to monitor everyone in the home for potential symptoms of a respiratory infection; such as fever as defined by CDC (100.4), cough, shortness of breath, or sore throat. If any of these symptoms are observed, notify your nurse immediately.
- 10** Please contact us or the local health department, or DSHS if
 - You have questions related to COVID-19,
 - You suspect an individual has COVID-19,
 - there is an increase in the number of respiratory illnesses among individuals or service providers.
- 11** As available, please maintain a supply of soap, commercially produced hand sanitizer, and any other disinfecting agents to maintain a healthful environment.
- 12** Do not use home-made hand sanitizer.
- 13** In your home, please implement the following precautions;
 - a. Limit physical contact, such as handshaking, hugging, etc.
 - b. Maintain strong hygiene practices for clients and staff – handwashing, covering coughs and sneezes, and the use of hand sanitizer
 - c. Practice social distancing
 - d. Use gloves when supporting individuals
 - e. Regularly disinfect all high-touch surfaces, such as counters, doorknobs, telephones, etc.

IMPORTANT NUMBERS

TO REPORT ABUSE, NEGLECT, OR EXPLOITATION: / PARA REPORTAR ABUSO, NEGLIGENCIA, O EXPLOTACION:

1 (800) 647-7418

All cases of abuse, neglect, or exploitation MUST be reported within one (1) hour of suspicion.
Todos los casos de abuso, negligencia, o explotación deben ser reportados dentro de una (1) hora de sospecha.

EMERGENCIAS 9-1-1

POISON CONTROL 1 (800) 222-1222

Francisco Gonzalez	Owner & Program Director	fgonzalez@myays.net	(817) 521-9723	(214) 741-6359 Ext. 3307
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Jai Gillard	Accounting Manager	jpgillard@myays.net	(210) 379-9899	(214) 741-6359 Ext. 3309
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Olivia Villegas	Finance Assistant	financeadmin@myays.net		(214) 741-6359 Ext. 3314
Juliana Rodriguez	Registered Nurse	jrodriguez@myays.net	(214) 916-9459	(214) 741-6359 Ext. 3304
Guadalupe Granello	Registered Nurse	ggranello@myays.net	(214) 994-9867	(214) 741-6359 Ext. 3305
Linda Godinez	Registered Nurse	lgodinez@myays.net	(469) 664-1593	(214) 741-6359 Ext. 3301
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Liliana Cedillo	Client Care Coordinator	lcedillo@myays.net	(956) 838-9304	(956) 413-7363 Ext. 3321
Amalia Reyna	Day Hab Director	areyna@myays.net	(956) 714-0067	(830) 500-2343 Ext. 3322
Belinda Garcia	South Texas Office	bgarcia@myays.net	(830) 212-8794	(830) 500-2343 Ext. 3311
Elizabeth Tobias	Client Care Coordinator	etobias@myays.net	(469) 920-3656	(214) 741-6359 Ext. 3312
Jose Patino	Client Care Coordinator	jpatino@myays.net	(830) 309-1673	(830) 500-2343 Ext. 3316
Lisa Cueto	Nurse Assistant	lcueto@myays.net		(214) 741-6359 Ext. 3315
Carol Estrada	Administrative Assistant	cestrada@myays.net	(210) 306-0032	(830) 500 2343 Ext. 3320
Lisa Dahlgren	Nurse Care Manager	ldahlgren@myays.net	(214) 580-0615	(214) 741-6359 Ext. 3302
Rosalinda Cardona	Registered Nurse	rcardona@myays.net	(956) 382-0923	(956) 413-7363 Ext. 3323
Ana Rodriguez	Nurse Care Manager	arodriguez@myays.net	(214) 622-1721	(214) 741-6359 Ext. 3306
Erika Ramirez	Client Care Coordinator	eramirez@myays.net	(214) 306-3628	(214) 741-6359 Ext. 3303
Yazmin De La Rosa	Dallas Front Desk	frontdesk@myays.net		(214) 741-6359 Ext. 3300
Lamar Peña	Registered Nurse	lpena@myays.net		(956) 413-7363 Ext. 3323
Veronica Benavides	Laredo Front Desk	laredofrontdesk@myays.net		(956) 413-7363 Ext. 3321
Karla Valadez	Licensed Vocational Nurse	kvaladez@myays.net		(830) 500-2343

Provider Agreement Effective Date: August 1, 2011

HCS Chapter 419, Subchapter D

Last Modified: 02/06/20



Rage Entertainment is a total package party destination.

GIVE US A CALL (817) 521-9723