



### Parent/Caregiver COVID Frequently Asked Questions

#### **What is Touchstone's new procedure when a client or an employee is ill, has been exposed to a positive COVID person or potentially exposed to a positive COVID person?**

Any instance of reported illness by a caregiver or staff member is reported immediately to Administration.

Administration gets all the relevant information to determine which clients and which staff members may be impacted. It's important to understand that for the health and safety of all clients and staff, we view all reported illnesses, symptoms, and exposures as a potential COVID exposure. Clients and staff that are determined to be at risk for an exposure are then notified and removed from the schedule until 1) a doctor has cleared the person to return to the center, or 2) the person has quarantined for 14 days, or 3) the person receives a negative COVID test result. In some cases, more than one of the above have to be met in order to return to the center.

#### **Why are cancellations happening so frequently now?**

Before the pandemic, we rarely had to cancel ABA services because we were able to move staff around and could teach **any** two clients in a pair. As a safety measure, we've put clients and staff in specific pairs to reduce the number of persons each client and staff member has interactions with – in the event of a potential exposure, fewer people are impacted. Unfortunately, the specific pairings do not allow us to move staff around and pair any two children for teaching. When a potential exposure has been determined, for the health and safety of all our clients, we cancel the session. Given the increased number of COVID cases in Louisiana, which means there are more potential exposures, this results in more frequent cancellations of services.

#### **Why do I get notified at the last minute that my child's session has been cancelled?**

We make every effort to notify you immediately. Unfortunately, sometimes we are notified at the last minute or during a session, that a staff member is not feeling well. Our procedure is to immediately assume it could be a COVID exposure and cancel the session so that we can conduct our Potential Exposure Procedure and contact tracing to determine if anyone is at risk for a COVID exposure.

#### **How long will cancellations keep happening?**

We don't have the answer to this question. Our number one priority is to provide safe, high quality ABA treatment for your loved one. We are committed to practices recommended by the CDC and the Louisiana Department of Health that minimize the risk of exposure to COVID for everyone in the Touchstone family. Please know that we are analyzing and revising our procedures regularly, actively recruiting, hiring, and training new staff to support each of our locations, and doing everything we can to minimize service disruptions for our families. We know how difficult cancellations can be for a family and appreciate your patience and understanding. Please don't hesitate to reach out to us- Janice Huber (337) 526-5231

### THIS MONTH'S FAMILY MEETINGS

Houma/Thibodaux 7/22 Group Meetings at 9:00am, 12:30pm, & 5:30pm

New Orleans 7/29 Group Meetings at 9:00am & 4:30pm

Baton Rouge 7/23 Group Meeting at 1:00pm

Hammond 7/23 Group Meeting at 5:30pm

Lafayette 7/14 & 7/28 Group Meetings at 9:30am

All group meetings are currently being held online. You will receive an email with a link to join the meetings. **Join Us! If you are unable to attend your monthly meetings, please contact Angie Lanoux at: [alanoux@tc-aba.com](mailto:alanoux@tc-aba.com) to set up individual meetings.**



TOUCHSTONE  
SUPERHERO

### BOBBIE FREMIN

Bobbie has been with Touchstone for 3 years; her first 2 years were in the New Orleans location and she just celebrated her 1 year anniversary in the Lafayette location. What she loves most about her work is watching her students make progress and seeing the "lightbulb go off" when a student demonstrates understanding of a new concept. Bobbie is an avid reader, particularly of mysteries and thrillers. If her nose isn't buried in a book, it's likely out on a tennis court. Bobbie has a Master's degree in mental health counseling and is currently pursuing her BCBA certification through the Nicholls ABA program.

Thank you Bobbie for being a Superhero to your students and to Touchstone!