



ABA **INSIGHT**
INSPIRING SUCCESS

March 22, 2020

Hello Family and Friends of Insight,

For the last week Insight's clinical and management teams have been closely monitoring the circumstances and events surrounding COVID-19. We've been in daily contact with a number of agencies that have provided us with recommendations for maintaining the health and safety of the individuals we serve, as well as our staff.

Unfortunately, the health risks associated with COVID-19 are growing and **we must temporarily suspend in-home services effective Monday, March 23rd**. Continuing our in-home services increased our contact with others by 40% and those same staff work with others in the center. Minimizing our staff contacts to others in a controlled setting in-center, we can better maintain greater levels of safety. When the CDC, WHO, State of Michigan and other reliable sources indicate it is safe, we will resume in-home therapy. This has been a very difficult decision for Insight because we value each family we serve and know how vital therapy is to you and your loved one(s).

In order to continue supporting you in the safest way possible, we are offering a continuation of services as Teleservices. We sent a brief description of this service in a prior communication. In summary, Teleservices is consultation with your Analyst over face-to-face video (via phone, computer or tablet). If you have not already been contacted by a member of our clinical team about Telehealth, you will be soon and can get further information. An Analyst (BCBA) will work with you to determine personally-meaningful topics to discuss, goals to work towards, or supports to put in place in order to make this difficult time more manageable for you. During these times, it is often just nice to discuss concerns and get reassurance you are doing a great job!

Teleservices are flexible because they happen remotely, offer more flexibility in scheduling, and are easily accessed with the most basic technology. Insight has prepared a simple checklist for those that are interested in receiving Teleservices and it will guide you through the start-up process.

We are doing everything we can to remain a support for you during this difficult time. Thank you for your patience and understanding as we all hope to return to normal operations as quickly as possible.

Wishing you continued health & safety,

Angie Fuqua and the ABA Insight Team