



*This publication is up-to-date as of March 20, 2020. More information on COVID-19 is available here:

<https://www.disabilityrightsca.org/post/announcement-coronavirus-and-how-disability-rights-california-can-help-you> and here <https://www.covid19.ca.gov/healthcare/>

COVID-19 (Coronavirus) –Rights of People who get IHSS and Caregivers

This is for people who get in-home care, like In-Home Supportive Services (IHSS), to help you plan if your providers cannot come to your home.

In this fact sheet, you will learn about:

- How to make an action plan if your caregivers cannot help you.
- How to find back-up workers.
- Other resources.

Making a Plan

Make a back-up plan now. Here are tips:

1. List things you need, like medication, medical equipment, service animals, and support services. Write them down.
2. Think about ways to meet your needs if there are no services.
3. Here is a sheet to help you create your own backup plan - <https://www.cdss.ca.gov/Portals/9/IHSS/Emergency/Personal-Emergency-Plan.pdf>.

Also call your county public authority to find some resources. Here is a list of social services offices: <https://www.cdss.ca.gov/county-offices>.

If you get services through a different agency, call that agency for more information.

This is also a good time to call your health plan and find out what services are covered and how to get them during an emergency.

You may have already planned for an emergency with your social worker during your assessment. Look at your assessment paperwork or call the county to get a copy of it.

Emergency Back-Up Workers

Now is a good time to find back-up providers.

If you get services from a family member, talk to your family about backup plans. Some counties, including Los Angeles, have backup IHSS provider programs. You can call your county to find out more about backup plans.

If you know someone who wants to be a backup provider, they can become one right now. Here is information on becoming an IHSS provider - <https://www.cdss.ca.gov/inforesources/ihss/ihss-providers/how-to-become-an-ihss-provider>

Other Services

You may be wondering how to get food, medicine, and other things if you cannot leave your house. Some meal delivery services, including Meals on Wheels, Insta Cart, and others are accepting EBT. Other grocery stores are opening early for people who are elderly or have weak immune systems.

Many pharmacies deliver medication. Call your medical provider or pharmacy to find out if you can have medicine delivered.

How to Get More Information About Your Rights

If you have a question about your legal rights or best practices for getting IHSS services:

- Call DRC's intake line at: 1-800-776-5746.
- Call DRC's Office of Clients' Rights Advocacy (OCRA) at:
 - Northern California 1-800-390-7032 (TTY 877-669-6023)
 - Southern California 1-866-833-6712 (TTY 877-669-6023)