




STATE OF HAWAII
DEPARTMENT OF EDUCATION
P.O. BOX 2360
HONOLULU, HAWAII 96804

OFFICE OF STUDENT SUPPORT SERVICES

March 27, 2020

TO: Deputy Superintendent, Complex Area Superintendents, Principals (All), District Educational Specialists, Public Charter School Executive Director, Public Charter School Directors, Teachers, Related Service Providers

FROM: Heidi Armstrong 
Assistant Superintendent

SUBJECT: **COVID-19 - Student Support/Related Services Personnel Who Perform Essential Duties**

On Tuesday, March 24, 2020, the Hawaii State Department of Education (HIDOE) announced school facilities will remain closed to students through April 30, 2020. This decision is based on the latest guidance and information from health officials and elected leaders. Pending any changes due to COVID-19, traditional in-school instruction is on hold until schools reopen to students.

During the facilities' closure, the HIDOE schools will continue to provide learning opportunities through both online and paper packet enrichment activities to all students. To provide all students, including students with disabilities, equal access to these enrichment activities, schools should focus on what can be done to achieve appropriate and reasonable supports. Schools must, to *the greatest extent possible*, provide the special education and related services identified in the student's Individualized Education Program (IEP) or Section 504 plan. This means focusing on what is appropriate and reasonable for all students.

Therefore, in an effort to provide stability and continuity in the learning communities impacted by the COVID-19 across the State of Hawaii, the following work adjustments are made for student support/related service personnel:

- Speech-Language Pathologist (SLP)
- Communication Aid (under SLP supervision)
- Occupational Therapist (OT)
- Occupational Therapy Assistants (under OT supervision)
- Physical Therapists (PT)
- Physical Therapy Assistants (under PT supervision)
- Behavior Analysts (BA)
- Behavior Analyst Technicians (under BA supervision)
- Behavioral Health Specialists (BHS)
- Educational Assistants (EAs)
- School Social Works
- School Psychologists
- Clinical Psychologists
- Community Homeless Concerns Liaisons (CHCL)
- School Health Assistants (SHAs)
- School-Based Behavioral Health (SBBH)

SLP, OT, PT, BHS

1. For the duration of March 24, 2020 through the end of COVID-19 related school closures, student support/related service personnel shall not be required to remain at nor report to schools or worksites and shall perform job-related tasks from a remote location such as their home. In addition:
 - a. No student support/related service personnel shall be required to engage in work outside of their regular workday.
 - b. Virtual collaboration and meeting options will be provided to all employees.
 - c. Student support/related service personnel shall not be required to share their personal email or phone numbers to students, parent(s)/legal guardian(s), or colleagues. Student support/related service personnel may use digital platforms for messaging students which hide the identity of personal phone numbers.
 - d. Student support/related service personnel without access to necessary resources to engage in work from a remote location, including but not limited to equipment, software, and internet access shall be provided such access by the Employer or be held harmless.
 - e. When working remotely, student support/related service personnel will continue to ensure professional and timely communications with administrators, colleagues, parent(s)/legal guardian(s), and students.
2. During the facilities' closure, the HIDOE schools will continue to provide enrichment learning opportunities through both online and paper packet enrichment activities to all students. To provide students with disabilities equal access to these same enrichment activities, schools should focus on what can be done to achieve appropriate and reasonable supports.
3. Student support/related services will be considered on a case-by-case basis to students with disabilities who received these services prior to the school closure. If the student support/related service is not accessible, the student support/related service will not be provided.
4. To ensure the health and safety of all, direct in-person services will not be provided to students at any location by student support/related service personnel.
5. Student support/related service personnel may provide services to students via telepractice. Many student support/related service personnel have utilized telepractice and are expected to continue to do so during school closures.
6. Student support/related service personnel may do the following during school closures as these tasks do not contradict their scope of duties:
 - a. Review each student's IEP.
 - b. Collaborate with the Special Education Teacher virtually and determine if the student support/related service can be delivered via telepractice.

- c. Determine if a student needs an e-helper to access telepractice. If so, telepractice can only be delivered if there is a person in the home who is able and willing to provide that assistance.
- d. Identify the e-helper and provide training and support to the e-helper virtually.
- e. Communicate the service delivery plan and schedule with the parent(s)/legal guardian(s).
- f. Obtain parent(s)/legal guardian(s) approval to receive telepractice.
- g. Adhere to professional and ethical guidelines when delivering telepractice.

<https://www.schoolcounselor.org/school-counselors/professional-development/learn-more/covid-update>

<https://www.asha.org/Practice-Portal/Professional-Issues/Telepractice/>

<https://www.counseling.org/knowledge-center/mental-health-resources/trauma-disaster/telehealth-information-and-counselors-in-health-care>

https://drive.google.com/file/d/1Wj5w3xNL5_AW2oq_KnmZ52YlfvKnfFa7/view?usp=sharing

7. Student support/related service personnel shall have the freedom to use their professional training and judgment to determine the scope and method of service delivery, such as telepractice.
8. Student support/related service personnel shall have the freedom to use their professional training and judgment to determine if she/he is capable to provide telepractice. If student support/related service personnel are not capable of delivering telepractice, they will not be required to do so, and they shall inform their supervisor. The supervisor will then document the rationale and inform the Office of Student Support Services, respective branch.
9. All other duties, as defined in the student support/related service provider job description, will remain in place during the school closure.

SBBH (Behavioral Health Specialists, Social Workers, School Psychologists, and Clinical Psychologists)

In addition to following the work adjustments referred to in items 1 through 9, BHS and other SBBH Support Personnel (as applicable) will:

1. Stay up-to-date on newly released information through the HDOE by maintaining communication with direct supervisors and monitoring the updates.
2. Review limits of confidentiality with families when providing counseling through telepractice.
3. Collaborate with school personnel to monitor current student well-being concerns and provide support as appropriate.
4. Review Crisis and Behavior Support Plans to identify methods to deliver support.

5. Connect students and families with community-based resources that are accessible outside of regular work hours.
6. If and when student needs intensify beyond the school-level, SBBH will collaborate with school teams to identify appropriate community based mental health support and make appropriate referrals.
7. Document provision of services, or inability to provide services based on student or provider availability.
8. Consult with school teams to address the well-being needs of staff and provide consultation, resources, and training as appropriate.
9. Participate in virtual team meetings to assist teams in developing/maintaining systems supporting the continuity of related services during the school closure.

Educational Assistants (EAs)

EAs will support the classroom teacher(s) in the development of learning and enrichment activities. This includes, but is not limited to, checking student work, checking student progress, and conducting online research. For EAs who provide direct intensive instructional support service (i.e., one to one), she/he may provide virtual student support under the direction of the classroom teacher. Classroom teacher will determine what the virtual support looks like and inform the parent(s)/legal guardian(s).

Community Homeless Concerns Liaisons (CHCL)

CHCL will be deployed to each Complex Area to serve all students in unstable housing and will complete the following:

1. Communicate with families, students, school staff, and community agency support via HIDOE cell phones and HIDOE email.
2. Attend virtual meetings with HIDOE equipment.
3. Coordinate delivery and access to food, basic needs, and HIDOE learning opportunities with existing community outreach.
4. Deliver goods to families, in compliance with CDC guidelines for social distancing; however, they are not required to do so.

School Health Assistants (SHAs)

SHAs will provide oversight of all health room procedures and will remotely complete the following tasks:

1. Review all related HIDOE Memos, the School Health Assistant Manual, and CDC Guidance for updated information about COVID-19, disease outbreak control and prevention strategies, and reporting processes.
2. Coordinate with custodial and other school staff as appropriate to plan for health room cleaning, disinfection, and waste disposal when students return to campus.

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3. Review data sharing and communications protocols between the health room and Administration, other school staff, parents/legal guardians, health care providers, and the Department of Health in alignment with Federal and State laws. See SHA Manual 2-9 related to School Outbreak Surveillance, [FERPA & Coronavirus Disease 2019 \(COVID-19\) Frequently Asked Questions](#), and [Hawaii Administrative Rules Chapter 11-156](#), for reference.
4. Coordinate with the SHA Office Assistants, School Health Section, DOH PHN, and Hawaii Keiki on any training needs related to the COVID-19 response.
5. Plan for school reopening to support the spread of COVID-19 on campus (pending status virus containment) and support all current CDC guidance.

If you have any questions, please contact the Office of Student Support Services, at (808) 305-9750.

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c: Superintendent
Assistant Superintendents