



Everyone deserves Meaningful Days!

EMERGENCY PREPAREDNESS COMMUNICATION POLICY

UPDATED MARCH 2020

Our Jeffersonville and Greendale clinics are temporarily closed to help prevent the spread of COVID-19. During this time, we have set up ways for clients, caretakers, and families to communicate with our staff with any questions or concerns. During temporary closure remote business hours for essential staff are Monday – Friday 8:00 AM to 4:00 PM. For any emergency please dial 911. Please see below for instructions regarding communications.

1. Website Communication

- a. For status updates and information about the services you receive through Meaningful Day Services, please visit our website at meaningfuldays.com.
- b. The website will be continually updated for any general news or updates regarding Meaningful Day Services.

2. Clinic Phone Communication

- a. Please feel free to call the phones at both our Jeffersonville and Greendale clinics, and our Brownsburg home office.
- b. If you are prompted to leave a message for any department listed below please give the following information:
 - i. Name
 - ii. Call back Phone Number
 - iii. Reason for calling
- c. All messages are being checked periodically throughout each day for each department/individual you are trying to reach.
- d. All messages will be returned as soon as possible.

i. Jeffersonville and Greendale Clinics:

1. Please follow the prompts given for the department you are trying to reach.
 - a. **Insurance Specialist, prompt 1.**
 - b. **ABA department, prompt 2.**
 - c. **Counseling Department, prompt 3.**
 - d. **Occupational Therapy and Speech Therapy, prompt 4**
 - e. **Music Therapy, prompt 5**
 - f. **Recreational Therapy, prompt 6**

ii. Brownsburg Office:

1. Please follow prompts given for the department you are trying to reach.
2. If you reach a voicemail, please leave a message for the appropriate party
3. The messages will be relayed to the appropriate party.
4. All messages will be returned as soon as possible.



3. Cell Phone Communication

a. BCBA staff

i. Telehealth

1. In the near future, you may have telehealth sessions scheduled with your BCBA on a regular basis. Once this service is established then please try and save questions for those appointments.
2. Until this service begins please feel free to call during business hours for support and questions.

b. Remind.com

- i. Updates will be sent on a regular basis via Remind.com with a link to memos.

4. Email Communication

- a. Updates may be sent from Meaningful Day Services. We are asking all clients and caretakers to please check email regularly for any updates.
- b. Please feel free to reach out to your desired party through the use of email.
- c. All messages will be returned as soon as possible.