



DYA Youth Resource Centers

COVID-19

Response/ Frequently Asked Questions

Last Updated: Friday, November 13, 2020

This FAQ provides the best answers to the most commonly asked questions about the DYA Youth Resource Centers located in Dededo, Mangilao and Agat, relative to services provided during this pandemic.

1. Are the DYA Resource Centers open?

Answer: No, the DYA Resource Centers are not open to the public, however, DYA Resource Center staff report for duty to the centers on Mondays through Fridays, from 8:00 am to 5:00 pm. While on duty staff initiate and receive telephone calls from parents, guardians, and/ or other service providers and community partners regarding service provisions, inclusive of but not limited to, crisis intervention, and/ or follow-up care services of all clients receiving services via extended authorize leave and the aftercare program. Absolutely no walk-in services will be allowed but limited appointments may be considered for scheduling on a case by case basis based on the urgency of the situation and need. Resource Center contact numbers are located at the end of this FAQ.

2. Will the DYA Resource Centers be open to the public during the Christmas Break?

Answer: Due to the Governor's Executive Order and the social distancing requirements, the centers will likely be closed to the public for the rest of the year to include the Christmas and New Year's Break; however, if strict restrictions are lifted earlier and the island is placed back on PCOR4 Status before that time, then the centers are likely to reopen and an official press release will be issued to notify the public of any updates.

3. Will the DYA Resource Centers continue to provide follow up services to juveniles currently active under the extended authorize leave and aftercare programs?

Answer: Yes, in fact the DYA Social Work Team continue to attend scheduled court hearings via zoom and conduct routine follow up telephone calls to juveniles and their families with assistance and additional support from our Community Program Aides; however, in instances where calls are unsuccessful, or clients/ families are "unreachable," staff may then use discretionary authority to conduct home visits instead but only on an "as needed basis" and as a last resort to maintain important contact and communication with the clients/ families we serve.

4. When is the projected date that the DYA Resource Centers will reopen and begin accepting children/ youth to resume regular operations?

Answer: At this time there is no definite projected date in which the DYA Resource Centers will open because of the uncertainty of when a vaccine will be released to safely and effectively prevent the infectious spread of COVID-19 within our island community. We will not be able to open up the resource centers to the public until the Governor through her Executive Order uplifts the social distancing and other safety restrictions that will allow us to resume normal operations. Again, an official press release will be issued once we are ready to safely reopen to the public.

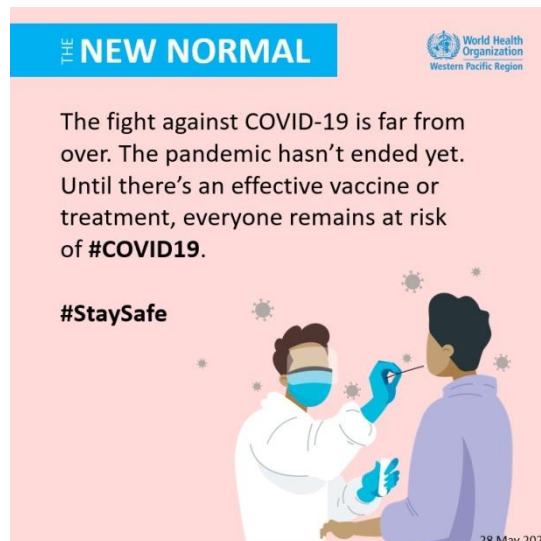
DYA remains focused and hopeful that all our efforts as an island community will help keep our children, youth, staff and the island community safe and healthy. Responses to the COVID-19 virus continue to evolve as the situation progresses and as more information becomes available. Any updates will be posted on our website. Please feel free to contact us with any questions or concerns at 735-5010, or via the DYA Youth Resource Centers: Lagu (Dededo) @ 635-4392/3 or via email: carmen.damian@dya.guam.gov; Kattan (Mangilao) @ 477-9557/8 or via email: yvonne.paulino@dya.guam.gov; and/ or Haya (Agat) @ 565-5031/2 or via email: fred.alig@dya.guam.gov.

Thank you!

Let's All Help Prevent the Spread of COVID-19 by actively doing our part.....

please remember the 3Ws:

- 1) Wear a Mask;**
- 2) Wash Your Hands Frequently;**
- 3) Watch Your Distance.**



“We’re still in this together Guam...stronger than ever!”