



children's home & aid

*Child Welfare Pandemic Plan
Effective June 1, 2020 (screening questions updated 6/16/20)*

Although our offices will eventually reopen, we recognize that our work will be forever changed as a result of this pandemic. We each have an important role to play to ensure that health and safety of colleagues and clients. To support this, Children's Home & Aid will continue to provide necessary cleaning supplies and protective equipment to our staff and, when able, share PPE with our clients.

We need your help to help ensure everyone's safety:

- Stay home if you can't pass the screening questions, you should take your temperature before engaging in any work related in person contact.
- Children's Home and Aid will provide face masks to all employees, who do not have one, and it is required that you wear face covering whenever in an agency office and/or when conducting any other in-person agency business.
- Children's Home and Aid will also provide office cleaning supplies. Please remember that these are in limited supply and must be shared. Please do not keep agency purchased cleaning supplies at your desk or in your car.

OFFICE ACCESS for STAFF ONLY for JUNE 2020:

We will continue offering a flexible worksite and *all staff who can work remotely should continue to work remotely*. Facilities will be cleaned and disinfected according to current guidance for workspaces. We hope to provide access to those that staff that must come into the office for scheduled brief periods of time during the 2nd and 4th weeks of the month, pending adequate cleaning supplies. No clients should be in the offices during the month of June without prior approval by Associate or Senior Vice President of Child Welfare.

All employees must wear a face-covering upon entering and throughout the time in the office. The number of employees while in the facility will be limited to allow social distancing in hallways and all spaces. Only one entrance will be used. Elevators and Bathrooms will be limited to one person at a time and signs will be posted. Staff only, no staff children or guests, will be allowed. You will need to take your temperature before you leave your home and should stay home if you have a temperature or answer yes to any of the screening questions. You will be asked to record your temperature and record answers to screening questions when you get to the office.

Scheduled Office Time can be used to:

- Check mail
- Scan documents so staff have information stored on our secure email server and no confidential client information removed in paper format
- Drop off items to the to be filed bins that can be filed
- Drop off anything that needs to be mailed out and have reception staff work to mail everything out at the end of the week
- Pick up PPE for upcoming client visits
- No printers or monitors to be removed from the site
- Have new staff log into network for the first time so the laptop is syncing
- Access files for court, ACR, permanency, licensing. No client files may leave the office.

CLIENT CONTACT EXPECTATIONS:

If staff are required to see clients in person, social distance and proper PPE is always required to be worn when interacting with clients.

Before any in-person contact, phone contact should be made, and the following questions asked of yourself and anyone you will be in contact with:

- Within the past 14 days, have you traveled to an areas with widespread Coronavirus according to the CDC?
- Within the past 14 days, have you been in close contact with a person who tested positive for COVID-19?
- With the past 14 days, have you been at a large gathering of 10 or more persons where face masks and social distancing were not utilized?
- Do you currently feel unwell, or otherwise have a temperature and/or experiencing a consistent cough or difficulty breathing?
- Is there any family or household member on isolation or quarantine due to COVID-19 illness or exposure?

You should only proceed with the visit/contact if you and the family/child/foster parent can answer no to all the screening questions. Confirmation they were asked and answered should be *documented in a SACWIS case note*.

Video or Audio contact in required in lieu of in person contact if

- Answer to any of these questions is 'yes',
- A family or if child is determined to be in medical isolation due to exposure
- Family or child is determined to be quarantined

1. Parent-Child Visits

We will only be offering in person agency supervised parent-child visits per emergency court order until further notice. If there is an emergency court order, please work with your Supervisor and Manager about best location as we will encourage visits in outdoor spaces that allow enough space to ensure social distancing for all participants in the visit. No clients should be seen at an office site without Associate or Senior Vice President approval.

You should only proceed with the visit/contact if you and the family/child/foster parent can answer no to all the screening questions. Confirmation they were asked and answered should be *documented in a case note*. Workers must always wear face covering during in-person client contact and should require clients over the age of 2 to do the same. If clients do not have a face covering, the agency will provide one. If members of the family refuse to wear a face covering, visits will not proceed.

Continue to urge foster parents and birth parents to maintain virtual visits with the current or increased frequency documented in the visitation plan that has been agreed to by all parties.

Continue to capture and document all client and collateral contacts.

2. Home Visits

Home visits will continue to be conducted in compliance with DCFS Rule; current policy expectations allow us to continue some visits virtually while maintaining weekly contact in person, via phone or via video. You should only proceed with an in-person visit/contact if you and the family/child/foster parent can answer no to all the screening questions. Confirmation they were asked and answered should be *documented in a case*

note. Workers must always wear face covering during in-person client contact and should require clients over the age of 2 to do the same.

Foster Care:

- Starting in June, we will resume in person visits to some foster homes. All cases will be reviewed and those deemed a priority require consultation and approval by supervisor, and then will have a visit before June 30th. Prioritized cases may include:
 - a. Placement Stability is a growing concern
 - b. High Risk Behaviors for Specialized Youth
 - c. New Cases that have not been seen in person since case assignment
- For youth not determined to require a visit during June, weekly virtual or phone contact continues to be required, and basis for that decision should be documented.
- We will continue weekly virtual visits in lieu of in person contact with youth in residential facilities, medically complex youth, and those that answer positively to screening questions.
- Front Porch Visits are still allowed and strongly encouraged unless an emergency requires you to enter a home in which you cannot maintain social distancing.
- Workers should be asking about who is currently or will be providing childcare and if there are new household members at each contact.
- We will continue in person contact per Children's Home & Aid guidelines for new cases, youth in home of parent, emergency disruptions, and for placement stabilization.

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- In-person Visits with both the child(ren) and caregivers must be completed monthly as required.
- Weekly virtual visits continue to be required
- You should only proceed with the in-person visit/contact if you and the family/child/foster parent can answer no to all the screening questions. Confirmation they were asked and answered should be *documented in a case note*. Workers must always wear face covering during in-person client contact and should require clients over the age of 2 to do the same.
- Front Porch Visits are still allowed and strongly encouraged unless an emergency requires you to enter a home in which you cannot maintain social distancing.
- Workers should be asking about who is currently or will be providing childcare and if there are new household members at each contact.
- Workers must not reduce the frequency of visitation without approval from their supervisor.

3. Court Hearings

Each County will determine their own schedule for reopening Courts and rescheduling hearings. Some Courts make continue to conduct virtual hearings and nearly all will require that anyone in the building wear a mask. Please pay close attention to your local Court; staff will be expected to attend all required Court dates in person and will be provided with a mask.

Please be sure to review cases with your supervisor to see where we should be advocating for an emergency court date to advocate for closures or case progression where appropriate.

4. Other Client interactions

Whenever possible, other client contacts should continue to be conducted virtually. This minimally includes CFTMS, Clinical Staffing, Collateral Consults, and ACRS.

All clients who have been progressing on their service plans appropriately online through virtual means will *continue their services virtually online*. Documentation of contact with parents and service providers, and efforts to engage parents in services should be occurring and documented.

5. Licensing Visits

Children's Home and Aid will continue to require in person home assessments to proceed with issuing licensure for new homes.

Starting in June 2020, to ensure we have ample placements for youth and can ensure the placement stability of youth, we will resume in person contact for these homes:

- New or Pending license (need a compliance visit) who will accept immediate placement once licensed
- Pending Licensures for Relative or Specialized Level of Care

Case Management and Licensing should work together regarding dates and timing of in person visits so that we can work together as a team and reduce in person contacts when it is possible for Licensing to conduct the home visit for Case Management. Licensing should only ask Case Management to assist and call via video while in the home for compliance visits of foster parents have been licensed for more than two years, have not moved to a new home, and are assumed to be in compliance.