

# Combined In-Home Services During COVID-19

## Provider Information

Thank you for your continued dedication to supporting children and families during the COVID-19 pandemic, and your partnership with the Washington State Department of Children, Youth, and Families (DCYF). We know these have been challenging times for everyone. As the state begins to open up, DCYF is also committed to shifting back the provision of Combined In-Home Services (CIHS) in-person. We are committed to working with you as we move forward with resuming in-person provision of the service in a manner that takes into account the health and safety of all involved.

DCYF will work to reinstate in-person services, but in light of other limitations during the COVID-19 pandemic, services may still be provided through a combination of telehealth and in-person.

You may offer in-person CIHS starting immediately, where it is safe to do so as outlined in this guidance document. However, by **July 6, 2020**, all CIHS providers will need to adhere to these protocols.

### Provision of Telehealth for CIHS is Allowed if:

- **If the county in which services are occurring is in Phase 1 or a modified Phase 1**, as defined by the Washington State Safe Start Plan;
- **Any of the participants are considered high-risk for serious problems from COVID-19** (see section “People at High-Risk” for details); or
- **Participants are experiencing COVID like symptoms**, per the Department of Health (DOH) Screening questions (see section “In-Person CIHS During COVID-19” for details).

While it is uncertain how long we will need to continue with this modified CIHS provision, we plan to keep these protocols in place until Sept. 1, 2020. We will then review and make adjustments as necessary.

## People at High Risk for Serious Health Problems from COVID-19

COVID-19 is a new disease, and information regarding the risk factors for such a severe disease is limited. Based on currently available information and clinical expertise, **older adults and people of any age who have serious underlying medical conditions** might be at higher risk for severe illness from COVID-19. If the child or anyone in the household falls within one of the high-risk categories, **as defined by the Centers for Disease Control and Prevention (CDC) and DOH**, you may continue with telehealth instead of in-person.

## In-Person CIHS During COVID-19

To ensure the health and safety of children, youth and families, DOH has provided health guidance and protocols that need to be followed to make in-person CIHS as safe as possible for all participants.

### Before the Service

Call the family to confirm the service (the day prior). On the call, ask if anyone in the home is experiencing any of the following symptoms, per CDC and DOH Screening Guidelines, that cannot be attributed to another health condition:

- A cough
- Shortness of breath or difficulty breathing
- Two or more of the following symptoms
  - A fever or feels feverish
  - A sore throat
  - Chills or repeated shaking with chills
  - New loss of taste or smell
  - Muscle aches

If the responses to the screening questions are in the negative, you can move forward with the scheduled in-person CIHS.

If the responses to the screening questions are in the affirmative, you may offer telehealth as an alternative and/or reschedule in-person based on **DOH guidance** for when it is okay to no longer self-isolate.

### On the Day of the Service

Before the service starts, ask the following questions of the parent:

- Is anyone experiencing any of the symptoms per the DOH Screening Guidelines that cannot be attributed to another health condition?
- Have you or anyone in your household, within the last 14 days, had close contact with someone currently sick with suspected or confirmed COVID-19?

If the responses to the screening questions are in the negative, you can move forward with the scheduled in-person CIHS.

If the responses to the screening questions are in the affirmative you may offer telehealth as an alternative and/or reschedule in-person based on **DOH guidance** for when it is okay to no longer self-isolate.

### During the Service

The following safety protocols shall be followed during the in-person service:

- Participants over the age of 2 years old will need to wear a **mask or cloth face covering that covers the mouth and nose**.
- Participants will be asked to wash hands for at least 20 seconds using warm water and soap or use hand sanitizer when the service begins (DOH recommends hand sanitizer be 60% alcohol).
- The CIHS provider should practice social distancing whenever possible and appropriate.

### Masks & Cleaning Guidance

Basic masks for children and parents will be supplied by DCYF. It is important that you **routinely clean, sanitize and disinfect** objects that are frequently touched, such as toys and other tools that are used as part of the service provision. Below is information provided from DOH about cleaning and disinfecting:

- Use all cleaning products according to the directions on the label. For disinfection, most common EPA-registered, fragrance-free household disinfectants should be effective. A list of products that are EPA-approved for use against the virus that causes COVID-19 is available **here**.
- If surfaces are dirty, they should be cleaned using a detergent or soap and water before disinfection. Follow the manufacturer's instructions for concentration, application method and contact time for all cleaning and disinfection products.

- Toys that children have placed in their mouths or that are otherwise contaminated by body secretions or excretions should be set aside until they are cleaned by hand by a person wearing gloves. Clean with water and detergent, rinse, sanitize with an EPA-registered disinfectant, rinse again and air-dry. You may also clean in a mechanical dishwasher.
- Books, papers and other paper-based materials such as mail or envelopes, are not considered high risk for transmission and do not need additional cleaning or disinfection procedures.

### **Billing During COVID-19**

Retainer payment methodology will be continued to be in effect until Aug. 31, 2020.

### **Questions?**

Communication during this time is essential. For questions, contact Taku Mineshita at 360-999-3110 or [Taku.Mineshita@dcyf.wa.gov](mailto:Taku.Mineshita@dcyf.wa.gov).

We will continue to provide support to you during this time. Thank you for your patience and cooperation.