

# CIHS Provider Guidance: Contagious Illness

## Combined In-Home Services Guidance to Providers Regarding Contagious Illness (Effective 4/2024)

Thank you for your continued dedication to supporting children, youth, and families. Our goal remains promoting safety by reducing contagious illness and/or virus transmission while providing Combined In-Home Services (CIHS). Simultaneously, it is vital for children, youth, and families to have access to quality services to support their safety, permanency, and well-being.

### Guidance for Provision of CIHS:

CIHS should be provided in-person, with flexibility to pivot to telehealth format for any isolation period required by a family's exposure or infection to COVID-19, Influenza, RSV or other respiratory viruses. The following guidance applies:

- (1) Call the parent the day prior to a scheduled appointment to confirm the appointment and to ask health screening questions (see screening questions in section below titled *Health Risk Screening Prior to In-Person Service Delivery*).
- (2) If the parent provides positive ("yes") answers to any health risk screening question at any time:
  - a. Offer to change the appointment from in-person to remote.
  - b. If a remote appointment is not an option, cancel the appointment and reschedule.
  - c. Contact the caseworker immediately (within one business day) to inform them of the change in modality and/or cancellation of the appointment.
- (3) Resume in-person services in accordance with Department of Health (DOH) Guidelines: <https://doh.wa.gov/emergencies/covid-19/prevent-spreading-respiratory-viruses>
- (4) If the service provider does not pass the health risk screening prior to the in-person session, the following steps need to be taken:
  - a. Seek another provider within the agency to temporarily cover the session(s)
  - b. If the provider agency does not have another service provider to temporarily cover the case, work with a CIHS Regional Program Manager on diverting the referral.
  - c. When no other options are available to provide in-person CIHS in the area, inform the referring caseworker and regional lead. The regional lead will work with the caseworker on assessing the needs of the case and exploring options. Regional lead approval is needed to proceed with telehealth when no other options are available.

### Health Risk Screening Prior to In-Person Service Delivery

Both the day before and the day of planned in-person service provision, providers should call the parent to confirm the visit and ask health risk screening questions.



Washington State Department of  
**CHILDREN, YOUTH & FAMILIES**

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- (1) Have you, the child or anyone else in the home been exposed to anyone who has had a confirmed contagious illness in the past five days?
- (2) In the past five days, have you, the child or anyone in the home had any symptoms of illness that are not caused by another condition like allergies?

If the response is yes to either of the questions above, service providers should follow the above protocol for visits. Follow the guidance outlined above in the section titled *Guidance for Provision of CIHS*.

## Guidance for Masking:

DOH provides the following masking guidance: <https://doh.wa.gov/emergencies/covid-19/masks-and-face-coverings>

You may still be required to wear a mask in specific circumstances/settings and follow ongoing requirements:

- DCYF, at any time, may require employees, contractors, and volunteers to wear a mask.
- Local health jurisdictions, health care facilities or providers, local or tribal governments, school districts, facilities and individual businesses may still choose to require masks. If you are in a setting where COVID-19 safety measures are in place, DOH recommends these safety measures to protect staff, employees, patients, students, yourself, and others.
- [DOH guidance documents](https://doh.wa.gov/sites/default/files/legacy/Documents/1600/coronavirus/ClothFacemasks.pdf?uid=6451a2978c7b8) (<https://doh.wa.gov/sites/default/files/legacy/Documents/1600/coronavirus/ClothFacemasks.pdf?uid=6451a2978c7b8>) provide additional information on where masks are still required or recommended.  
Private businesses can choose to require masks, and visitors should respect the rules of the organization. WAC 296-62-609 protects a worker's right to wear a mask during a public health emergency. In accordance with WAC 296-62-609, employers cannot prevent employees from wearing masks, respirators, or other personal protective devices or equipment except as narrowly permitted by law.

## Questions

Communication continues to be essential between service providers, families, assigned caseworkers and supervisors for any challenges or successes.

For questions or additional support needs, contact Amber Salzer, Family Preservation Services Manager, at [amber.salzer@dcyf.wa.gov](mailto:amber.salzer@dcyf.wa.gov)

## Additional Resources

### Washington State Department of Health (DOH):

- [What To Do When You Are Sick With COVID-19 or Another Respiratory Virus | Washington State Department of Health](https://doh.wa.gov/emergencies/covid-19/prevent-spreading-respiratory-viruses) (<https://doh.wa.gov/emergencies/covid-19/prevent-spreading-respiratory-viruses>)
- [Masks and Face Coverings | Washington State Department of Health](https://doh.wa.gov/emergencies/covid-19/masks-and-face-coverings) (<https://doh.wa.gov/emergencies/covid-19/masks-and-face-coverings>)

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