

# Intact Family or Placement/Permanency Services In-Person Visit Guide

## COVID-19 QUESTIONS

**1** Has anyone in the home experienced symptoms: sore throat, body aches, coughing, shortness of breath, or a fever of 100.4 °F or higher within the last 14 days?

**2** Within the last 14 days, has anyone in the home been in close contact (closer than 6 ft for at least 15 minutes without use of a mask) with someone confirmed to have COVID-19?

### IF **YES** TO ANY

- Listen to reassure and engage with the parent
- Maintain 6 ft of social distance
- In consultation with your supervisor, explore alternatives with the parent that preserve everyone's safety
  - If outdoors is available with reasonable privacy & social distancing, meet there
- Ask parent to use video call to walk the worker through the home to assess the condition of the home
- If you must break the 6 ft of social distance in order to care for or transport a child, or due to exigent circumstances, correctly use available protective equipment (Follow CDC/OSHA guidelines).

### IF **NO** TO ALL

- Proceed with the visit being careful to maintain social distancing and proper hygiene guidelines to limit possible exposure.
- Wear a mask or cloth face covering and other protective gear as appropriate.
- Following assessment of the home environment, interviews of household members (including children) may be conducted in an area outside the residence. Be mindful of privacy when conducting interviews outdoors.
- Ensure that you are using protective items correctly in accordance with CDC/OSHA guidelines.

## HYGIENE AND SOCIAL DISTANCING



### BEFORE A VISIT

- Wash your hands if possible, or use hand sanitizer
- Avoid touching your face
- Only bring items necessary for the visit into the home. Leave any bags in your vehicle.



### DURING A VISIT

- Ask the COVID-19 questions (above) prior to entering
- Allow families to open and close doors, or use a barrier (tissue, paper towel) when touching doorknob
- Maintain the recommended 6 ft social distance between people
- Avoid placing belongings on tables, counters, floors or touching surfaces



### AFTER A VISIT

- Wash your hands if possible, or use hand sanitizer
- Avoid touching your face
- Items you should be cleaning and sanitizing regularly include: smart phone, pen, name badge, keys and any additional supplies



### IF UNABLE TO ASSESS SAFETY

If an Intact Family Services or Placement/Permanency Worker has concerns about child safety but is unable to sufficiently interview and assess safety due to any "yes" answers to the COVID-19 questions, they shall consult with their supervisor regarding additional next steps.

The supervisor shall consider with the worker the following efforts to ensure/assess safety:

- Contacting law enforcement and/or EMS
- Contacting the DCFS Hotline if/when there is a new allegation of abuse or neglect