Q. Can Social workers remove referrals from a provider if the provider is not ready to do face to face visits?
A. According to DCYF’s Family Time Provider In-Person Visitation During COVID-19 Q&A’s To ensure the health and safety of children, families, parents, caregivers and staff, we have developed safety protocols based on guidance from DOH. Whenever a visit can meet those conditions, the visit should go forward in person. Where the conditions cannot be met (e.g., lack of adequate protective gear, not passing the DOH screening questions, etc.), then the visit can move to remote visitation until the conditions can be met for in-person visits.

If these health and safety protocols are not followed before and during visits, the in-person visit will be canceled and the contracted Family Time Provider will contact the caseworker immediately (within one business day). The contracted family time provider will work to reschedule the visit. Refer to the Protocol document for more details requirements and options.

Q. If a provider can’t get a hold of parents or foster parents before the visit and aren’t able to screen them is the visit supposed to be cancelled?
A. It is important that during the intake process all parties are aware of the visit times and informed on the screening protocols, which includes a check in and screening the day prior to the visit. DCYF’s guidance states “If these health and safety protocols are not followed before and during visits, the in-person visit will be cancelled and the contracted Family Time Provider will contact the case worker immediately (within 1 business day). The contracted family time provider will work to reschedule the visit.” If you are not able to complete any of the health and safety protocols, the visit can be offered virtually. Please follow the protocol document for notification requirements.

Q. If masks are lost and/or providers need more masks for new families will more be supplied?
A. FIN is working with DCYF on distributing face coverings for parents and it is our understanding the DCYF will continue to supply masks for families and children.

Q. What is the cleaning and storage process for masks that have been used?
A. Please refer to the DOC and CDC website for instructions regarding the cleaning and storage for face coverings.

Q. What are the guidelines for removing masks while eating?
A. As discussed during DCYF’s Webinar on 5/28/2020 guidance on this subject is as follows: We want visitation to be as nurturing as possible for the parents and their children. Although, dealing with a pandemic makes visitation look a lot different, the case worker will need to talk with the parents about appropriate food and safety protocols. A suggestion could be that the parent leave their masks on while the child(s) eats. We do not expect that the parent and
children(ren) will practice social distancing during a visitation unless they have agreed otherwise or a court has ordered otherwise.

Q. What documentation is needed for cleaning and sanitizing visitation centers and vehicles?
A. For your own recordkeeping, FIN would recommend that providers document when cleaning of visitation centers and vehicles are completed.

Q. Do no-shows where the children were transported but the parent didn’t show up count as an in-person visit? And in those cases, will providers still receive the $53.84 subsidy?
A. As long as the subsidy is available, no-shows are eligible for the $53.84 subsidy.

Q. I am concerned about providing transport only visits because I am uncertain about the sanitization in families homes, do you have any tips?
A. According to DCYF’s Family Time Provider In-Person Visitation During COVID-19 Q&A’s safety guidelines will apply when visits are occurring in the parent’s home. In these cases, both the caseworker and the visit supervisor will need to have these conversations with the parents to have them prepared for the in-home visit.

Q. What is the Liability if someone gets infected during visits?
A. Please refer to your legal counsel regarding this subject.

Q. What are the Guidelines if any visit participants who has recently been on a visit tests positive for Covid-19?
A. In the situation where a Family Time or In-Home Service Provider staff’s person has exposure to a person with a presumptive positive (has been test and is awaiting results) or confirmed positive for COVID-19 please follow these steps.

   Step 1: Recommend that staff person/ visit supervisor self-quarantines.

   Step 2: Compile a list of all families the visit supervisor and/or therapist has been in contact with since the potential exposure. Call the DCYF office’s Program Manager to let them know who these families are and they will take care of further communication to DCYF families.

   Step 3: Agency or staff person should contact the local Health District (available through the Department of Health Website) and inform them of their direct exposure to the person who has a presumptive positive or confirmed positive for COVID-19. Do not break confidentiality of the clients rather use language that “as part of your job you encountered this person and have been informed that they have a presumptive positive or confirmed positive.” Take the advice of the local Health District.

Q. Who is going to provide foster parents with updates and information?
Family Time Providers
Return to In-Person Visitation During COVID-19 - FAQs

A. The following guidance Family Time In-Person Visitation During COVID-19 - Foster Parent and Caregiver Information was sent from DCYF to foster parents and caregivers via email on 5/21/20.

Q. Is there going to be a retainer payment in July.
A. As discussed during DCYF’s 5/28/2020 webinar the retainer payment will be available for services through 6/30/2020. For the month of June providers will have the option to receive the retainer or bill under the fee for service model.

Q. If we bill the retainer vs. Fee for service are we not allowed to bill for the subsidy for face to face visits?
A. The subsidy is eligible under both payment models.

Q. What will be a provider’s role in contact tracing?
A. Please refer to your Regional Health District for requirements on contact tracing. It is FIN’s recommendation that all providers monitor who is entering visitation centers and all participation in visitation and transportation

Q. If we bill the retainer vs Fee for service are we not allowed to bill for the COVID payment of $53.84 per face to face visits?
A. The COVID payment of $53.84 is available for both retainer and fee for service billing models.

Q. Are parents required to wear the masks at all times during the visit?
A. Yes, according to the safety protocols, visit participants over the age of 2 years old will need to wear a mask or cloth covering that covers the mouth and nose.

Q. Are visit supervisors required to wear masks or face coverings during the visit.
A. According to the safety protocols, visit participants over the age of 2 years old will need to wear a mask or cloth covering that covers the mouth and nose. In addition, the visit supervisor should practice social distancing during a visitation.

Q. Is it possible to look into acquiring video surveillance for the front doors of facilities to help limit the number of people entering the facility?
A. If this type of item will be used to help control the flow into a visitation facility this would be an allowable purchase.

Q. When will providers receive the reusable masks?
A. These masks are on order and have been shipped to FIN’s warehouse. Unfortunately the shipper does not offer tracking so we can’t be sure of the exact delivery date.
Q. Does the LNI emergency order which prohibits employers from making their employees work if there is a stay at home order apply to providers and is it possible, they will be fined if they are not complying with the order?
A. This question has been elevated to DCYF.

Q. How to fill out paperwork (transportation logs, visitation logs etc.) without having multiple people touch them?
A. Documentation of these situations are contractually required. Providers can gather this documentation using whatever process they would like as long as the documentation is on file.

Q. It is possible for the social worker can provide a written statement that all parties are in agreement to have an in-person visit.
A. This question has been elevated to DCYF.

Q. Is the social worker responsible for making sure all parties are in agreement to do in person visits?
A. It is FIN’s understanding that it is the social workers role to ensure all parties are in agreement to have an in-person visit.

Q. What should I do if I learn that one of my staff/subcontractors has been in contact with someone during a visit who is reporting exposure to the COVID-19?
A. In the situation where a Family Time or In-Home Service Provider staff’s person has exposure to a person with a presumptive positive (has been test and is awaiting results) or confirmed positive for COVID-19 please follow these steps.

   Step 1: Recommend that staff person/ visit supervisor self-quarantines.

   Step 2: Compile a list of all families the visit supervisor and/or therapist has been in contact with since the potential exposure. Call the DCYF office’s Program Manager to let them know who these families are and they will take care of further communication to DCYF families.

   Step 3: Agency or staff person should contact the local Health District (available through the Department of Health Website) and inform them of their direct exposure to the person who has a presumptive positive or confirmed positive for COVID-19. Do not break confidentiality of the clients rather use language that “as part of your job you encountered this person and have been informed that they have a presumptive positive or confirmed positive.” Take the advice of the local Health District.