

## DCF-Family Services Guiding Principles during COVID

<b>1</b>	<b>Child &amp; Youth Safety</b> FSD's priority is the safety of Vermont's children and youth. FSD will continue to respond timely and compassionately to ensure children and youth are safe during these uncertain times. FSD will focus on increasing public awareness around child safety knowing that many families are isolated and experiencing higher levels of tension, anxiety, and stress.
<b>2</b>	<b>Staff Safety &amp; Well-Being</b> We value our workforce's dedication and commitment in carrying out FSD's mission during these challenging times. The safety and well-being of our staff will continue to be a top priority as we adapt our practices during COVID.
<b>3</b>	<b>Collaboration with Foster &amp; Kin Caregivers, Community Partners, and State Agencies</b> FSD values our strong partnerships which are even more critical right now in order to accomplish our mission. FSD will continue to collaborate and think creatively with our foster and kin caregivers, community partners, and other state agencies to ensure we meet the needs of the children and families we serve.
<b>4</b>	<b>Informed Decision Making</b> FSD will continue to make practice and operational decisions that are informed and supported by data and guidance from the CDC, VDH, and VOSHA.
<b>5</b>	<b>Continuous Quality Improvement through Staff Engagement</b> As we continue to adjust and adapt during these unique times, FSD is committed to taking time to pause and hear from staff about their experiences and lessons learned.

## Family Services Phases during COVID

### Phase 1: May/June 2020

- Continued telework
- Face-to-face requirements can continue to be done virtually
- Continue utilization of technology to support client contact
- All meetings conducted virtually
- Communicate and coordinate with partners agencies around providing supports and services
- Follow guidelines around the use of PPEs and physical distancing
- Minimize non-essential travel
- Adhere to CDC guidelines regarding isolation following travel
- Begin transition back to in-person CSIs and PCC as outlined in updated guidance
- Develop a plan for returning staff to the office based on AHS guidance

### Phase 2: July 2020

- Continued telework
- Implement process for rotating staff safely into the office
- Follow VOSHA and AHS return to office requirements
- All meetings conducted virtually
- Complete transition back to in-person services by following updated FSD guidance for:
  - CSIs
  - Family time
  - monthly face-to-face
  - home visits
- Communicate and coordinate with partners agencies regarding in-home services and supports to minimize the number of people going in and out of homes
- Continue to follow guidance around use of PPE in the field and office

### Phase 3: TBD

- Normal operations and unrestricted staff in offices with appropriate precautions
- Incorporate new technology and practice into normal operations



As we plan for how to safely return to normal operations, we must be prepared for another potential surge in COVID cases that could result in us moving between these stages.

## Family Services Guidance for *Restarting Vermont*- effective June 1<sup>st</sup>

### Personal Health

#### VOSHA Mandatory Requirements:

Employees will not report to work if:

- sick or symptomatic with fever (100.4+), cough and/or shortness of breath
- “under investigation” for COVID
- tested COVID + or clinically diagnosed
- had contact with a person who is diagnosed COVID + (must quarantine for 14 days)

#### Strategies to Comply

- Check your temperature at home before leaving for work
- If someone in the office becomes COVID+, those who had close contact with that individual will need to self-quarantine for 14 days or 7 days followed by a negative test.

### Teleworking

#### VOSHA Mandatory Requirements:

- Continue to have staff work remotely whenever possible

- FSD will continue to support teleworking arrangements
- District leadership will develop schedules based on space and distancing requirements.

### Returning to the Office

#### 1. Office Requirements

#### VOSHA Mandatory Requirements:

- Limit the number of people occupying a single indoor space
- All common areas are closed – employees cannot congregate
- Always stay 6 feet apart
- Employee to employee contact should be eliminated by spreading out workspaces and/or limited number of people in office at once

#### Strategies to Comply:

- Divide staff into groups that work together in the office on certain days. Groups should be made up of people whose workstations are distant from each other ensuring all functions of the office are covered in each group.
- Have sign in sheets daily for all staff present to sign in case we need to do contact tracing.
- Staff keep track of who they came in contact with during work related activity.

- Signs must be posted at all entrances – do not enter if you are sick
- All common spaces/equipment, including bathrooms, and frequently touched surfaces must be cleaned and disinfected at the beginning, middle and end of the day and in-between person to person touching
- Employees must have frequent and easy access to soap and water and hand sanitizer and use it often.
- Must have a designated health and safety official who has the authority to stop unsafe activity/send people home if ill

- Do not use the kitchen areas, not even to use the refrigerator or microwave. Kitchen areas including microwave and refrigerator will not be available for staff use.
- Signage will be supplied by BGS reminding staff and visitors of safety measures.
- Bathrooms will be single use. Vacant and occupied signage will be used.

**2. Employees**

- VOSHA Mandatory Requirements:**
- Employees must have temperature checks and screenings
  - Employees must wear face covering when in the presence of others
  - Continue virtual meetings
  - Continue virtual client services
  - Employees must ask everyone they come in contact with to wear face coverings
  - No more than 2 people in a vehicle unless passengers are from the same household. Everyone must wear face coverings

- Strategies to comply:**
- Thermometers will be at each office and should be used upon staff arrival and potentially at increments throughout the day (this is still undecided, waiting for AHS guidance).
  - Offices or focus rooms used should be wiped down after each use. This includes all high touch surfaces, arm rests, tables, handles, light switches, etc.
  - When using a Fleet car, staff should bring disinfectant supplies and wipe down all surfaces areas that were touched (ex. steering wheel, turn signal, radio buttons/knobs, air flow controls, door handles, seat belt, arm rest, seat adjusters etc.).