



# COVID-19: Planning for face-to-face service



Decisions about having face-to-face health services during the COVID-19 pandemic start with the family and will be guided by the agency's policies and the level of local COVID-19 transmission. The health of families and staff members is the highest priority. It is important to consider if your family's needs require face-to-face services or if contact over the phone, web or other virtual ways will meet your needs. This decision may take into account the following:

- Input from your child's healthcare team
- The risk of exposing your child, family members, or caregivers or providers to COVID-19
- Risk to any vulnerable family members
- Ongoing or increased need for the service
- The ability to provide services over the phone, web, or other ways and if it is appropriate for your family
- Availability of personal protective equipment (PPE), such as face coverings and gloves

## Before a home visit

### 1. Screening the family and provider

Before a face-to-face visit, the service provider should have video or verbal contact with the family to understand the home setting and identify concerns. The following questions should be discussed:

-  Does anyone have or think they may have a fever above 100.4 degrees and/or other signs or symptoms of a respiratory infection such as a cough, chills, muscle aches, sore throat, or shortness of breath?
-  Has anyone in the home had contact, within the last 14 days, with someone who tested positive for COVID-19, is suspected to have COVID-19, or is ill with respiratory symptoms?
-  Are there people in the household with a weakened immune system, over the age of 60, or with chronic health problems who are at higher risk of COVID-19 complications?

**The home visit should be cancelled if the service provider is sick or if anyone in the home is sick.**

## 2. Identify a safe space

- If possible and appropriate, meet with your service provider outside.
- Decide on an area in your home where you will meet with your service provider.
- Choose an area of your home that is comfortable for you. Try to use as few rooms as possible.
- Set up the supplies in that area ahead of time so your service provider doesn't need to go to other parts of your home.

## 3. Prepare the space

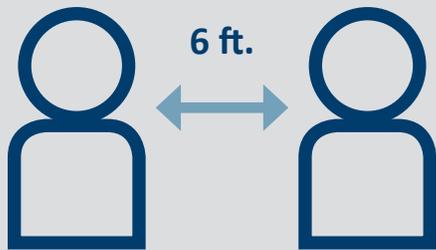
- If you are able, clean and disinfect commonly touched objects in that area such as doorknobs, counter tops, and other surfaces where you will be meeting with your service provider.
- If other members of your household will be home, ask them to not enter the area while your service provider is in your home.

## 4. Prepare yourself

- Wash your hands for 20 seconds with soap and water before your service provider arrives. Use hand sanitizer if soap and water are not available.
- After washing your hands, put on your face covering if you have one.
- Children under age 2 should not wear face coverings.



## During a home visit



- Wear a mask or fabric face covering. See “Considerations for wearing face coverings” below for tips and exceptions to wearing face coverings.
- Everyone should stay 6 feet apart throughout the visit.
- Household members not directly involved in the service should remain in other parts of the house.
- Do not touch your eyes, nose, or mouth. If you do touch your face, make sure you wash your hands before and after.

## After a home visit

- Clean and disinfect items used during the home visit and any commonly touched surfaces or objects in the area where you met with your provider.
- Wash your hands with soap and water for at least 20 seconds.

# Considerations for wearing face coverings



- If you think that partially covering your face may harm you or put you at increased danger, please weigh this risk with the risk of getting sick and make the choice that feels best for you.
- Before putting on a face covering, wash your hands with soap and water or use hand sanitizer if soap and water are not available.
- Your face covering should cover your mouth and nose with minimal gaps between your face and the face covering.
- Do not touch your face covering while wearing it. If you do touch your face, wash your hands with soap and water or use hand sanitizer if soap and water are not available.
- Learn how to [make a cloth face covering without sewing](#).

# Exceptions to wearing face coverings



Those who should **not** wear a face mask include:



- Children younger than 2 years of age
- Anyone who has trouble breathing or is not conscious
- Anyone who is unable to remove the face covering without assistance

You may need to **reconsider** the use of cloth face coverings if:



- The face covering is a possible choking or strangulation hazards to your child
- Wearing the cloth face covering causes your child to touch their face more frequently than not wearing it