

**COUNTY OF**



**ALLEGHENY**

**RICH FITZGERALD**  
COUNTY EXECUTIVE

March 16, 2020

Dear Providers:

In light of the COVID-19 crisis, we feel a need to observe standards of social responsibility in order to maintain the health and safety of all of those whom we serve. To assist in this effort, we are asking that you restructure the process for visitation between youth and their families.

All Providers will need to postpone face-to-face visits between youth, siblings and their families for the next week. It is the expectation that every provider will utilize alternative methods to execute visits when possible. Provider staff should take all measures necessary to work with resource families and congregate staff to use technology and methods such as FaceTime, Skype or traditional telephone calls so that youth still maintain contact with their families. We understand that many children and families will have increased anxiety during this national crisis. Increased and frequent opportunities to provide meaningful engagement between families should be highly recommended. Many internet and wireless providers are making services free for low-income households over the next 60 days. Face-to-face visitation will continue to be re-evaluated on a weekly basis as we continue to learn more about the COVID-19 crisis.

We encourage provider staff to make telephone contact with resource parents prior to making their home visits to ensure no one in the home is ill. Protocols that CYF caseworkers are following for home visits are outlined in the Appendix to this letter. It is the expectation that Provider staff will make CYF staff aware when visits are unable to happen due to illness.

If you should have any questions and/or concerns please reach out to the Provider Relations Manager, Brooke Goulde, at [Brooke.Goulde@alleghenycounty.us](mailto:Brooke.Goulde@alleghenycounty.us).

## **Appendix: Guidance for CYF Home Visits**

Please call ahead informing the family that we are hoping to conduct a home visit now while our community is still relatively safe and ask the following questions. If they do not answer the phone and you stop by their home, maintain a safe distance from the door before you ask the following questions.

NUMBER ONE -- DO YOU HAVE ANY SYMPTOMS OF A RESPIRATORY INFECTION – SUCH AS COUGH, SORE THROAT, FEVER OR SHORTNESS OF BREATH?

NUMBER TWO -- HAVE YOU HAD CONTACT WITH ANY PERSON EXHIBITING THESE SYMPTOMS OR WITH SOMEONE DIAGNOSED WITH COVID-19 WITHIN THE PAST 14 DAYS?

If a client responds yes to either of these questions, instruct them to stay at home and to call their doctor immediately. If there are urgent needs for the family, contact your supervisor for guidance on a case by case basis.

If a client answers no to these questions, proceed with your work as usual, but use these precautionary measures:

- do not shake hands and maintain an appropriate distance (six feet away)

- do not touch your face until you have had the chance to wash your hands with soap and water for at least 20 seconds after your visit if you are not wearing gloves

- if soap and water aren't available, use an alcohol-based sanitizer that's 60% alcohol to kill any possible germs