Guidance for Virtual Home Visits

WCA Head Start/Pre K center based Family Advocates will follow federal, state, and local guidance as to keep staff and the enrolled families we serve safe. Please note this policy is subject to change if necessary based on guidance given by our funding resources.

The WCA Health Component has developed COVID policies and all Family Advocate is expected to follow the protocol based on the current phase of service and phases of the program. Family Advocates are expected to have access to internet services either through their home provider, hot spots, a nearby stand alone Head Start center or central office. Keeping all social distancing number of faculty allowed in a facility, and WCA COVID protocols. If Family Advocates do not have access, they should contact their FCPC immediately and develop a plan for services.

WCA faculty need to keep in mind that we are trying to provide the best home visiting experiences and services to our children and families during these uncertain times. Our top priority is the health and safety of our families, children and faculty. Depending on the school district or building that each Head Start center maybe operating differently. Our plans may very well be a combination of telecommunication, virtual, hybrid as well as brick-and- mortar at the same time. Our goal is to allow for a seamless delivery of service between models.

Phase 1: In the event of on-line/remote home visiting will occur through the following

- Family Advocates are provided with a computer and Hot Spot to conduct virtual visits from their home.
- Family Advocates will need a secure, reliable internet connection that could be used from home to conduct virtual home visits.
- Family Advocates shall document all virtual visits on Child Plus Home Visit plan including the date and time virtual visit was conducted.
- When Family Advocates are conducting virtual home visits, confidentiality must be maintained. Family Advocates must be able to facilitate the virtual visits from a room where others will not be overheard nor see the family.
- Family Advocates who service Head Start/Pre K families are required to conduct 3 home visits or additional visits (depending on need of family) will be provided lasting between 30 minutes to 1 hour in length during the program year.
- Family Advocates will offer flexible scheduling to meet the needs of the family.
- Family Advocates should do everything possible to provide virtual or phone home visits as they would if they were in person to promote secure parent child relationships. Family Advocates will provide families with resources that move the family in a positive direction.
- Family Advocates are to utilize the Parents as Teachers curriculum based off Parent Training Survey in order to meet the needs of the families.
- Family Advocates are to cover each area on the home visit plan including goal setting, needs identified and family strengths. During the home visit, Family Advocates should
be covering health, nutrition, family goals, special needs and any behavior concerns based on the information provided by the parent. If a parent expresses they need help with their child’s behavior, we can accommodate the family with information from Parents as Teachers. If the parent expresses a serious nature, Special Educator will be contracted for additional guidance.

- Family Advocate will follow up with health requirements, health referrals, nutrition and other necessary referrals to ensure the health and safety of the enrolled child.
- Family Advocates will support families that may be in crisis and need emergency items such as food, beds, diapers, clothing and furnishings.
- Family Advocates will review their caseload with component staff 2 times during the program year to ensure the family needs are being met and all Child Plus data is within compliance.
- Family Advocates are to provide 5 Parent Power Hour Meeting in the program year. The PPH can be conducted by Zoom or a park following the social distancing guidelines.

**Guidance Model for Family Advocates for Hybrid Model Home Visiting**

**Phase 2: Blend of on-line/remote and face to face home visiting**

All COVID practices will be followed according to practices outlined in our policies. Please practice the following:

1. Social Distancing
2. Use of PPE
3. Handwashing/Hand Sanitizers
4. Sanitizing throughout the day all materials used or touched during contact with another person by using wipes or disinfectant.
5. As much as possible provide personal materials to that family only.

- In the event that a center only has 2 staff, the Family Advocate will assist in classroom duties with supervision and required COVID sanitation procedures
- Family Advocates who service Head Start/Pre K families are required to conduct 3 home visits or additional visits (depending on need of family) will be provided lasting between 30 minutes to 1 hour in length during the program year.
- Family Advocates are encouraged to be at your assigned center to greet parents and children. Divide your schedule between the A & B group to ensure you are meeting all the parents and children. If a parent is not on site, or hasn’t notified the center, please conduct a routine contact. If no contact with a family within 2 days, you are asked to provide a well-being check to the home and documented on Child Plus.
- Family Advocates who service Head Start/Pre K families are required to conduct 3 home visits or additional visits (depending on need of family) will be provided lasting between 30 minutes to 1 hour in length during the program year.
- To reduce the risk of exposure, schedule 1 home visit per day to eliminate the possibility of taking germs to the next family's home.
- Family Advocates will offer flexible scheduling to meet the needs of the family.
- Family Advocates are to utilize the Parents as Teachers curriculum based off Parent Training Survey in order to meet the needs of the families.
- Family Advocates are to cover each area on the home visit plan including goal setting, needs identified and family strengths. During the home visit, Family Advocates should be covering health, nutrition, family goals, special needs and any behavior concerns based on the information provided by the parent. If a parent expresses they need help with their child's behavior, we can accommodate the family with information from Parents as Teachers. If the parent expresses a serious nature, Special Educator will be contracted for additional guidance.
- Family Advocates are to provide 5 Parent Power Hour Meeting in the program year. The PPH can be conducted by Zoom or a park following the social distancing guidelines.
- Family Advocate will follow up with health requirements, health referrals, nutrition and other necessary referrals to ensure the health and safety of the enrolled child.
- Family Advocates will support families that may be in crisis and need emergency items such as food, beds, diapers, clothing and furnishings.
- Family Advocates will review their caseload with component staff 2 times during the program year to ensure the family needs are being met and all Child Plus data is within compliance.

**Guidance for faculty during full time Brick-and Mortar Services.**

Phase 3: Full Face to face home visiting.

See the document provided by HS Health component.

- All policies for full day services will be provided in person including in person home visits, classroom instruction and parent meetings.
- In the event that a center only has 2 faculty, the Family Advocate will assist in classroom duties with supervision and required COVID sanitation procedures.
- Family Advocates who service Head Start/Pre K families are required to conduct 3 home visits or additional visits (depending on need of family) will be provided lasting between 30 minutes to 1 hour in length during the program year.
• Family Advocates are encouraged to be at your assigned center to greet parents and children. Divide your schedule between sites to ensure you are meeting all the parents and children. If a parent is not on site, or hasn’t notified the center, please conduct a routine contact. If no contact with a family within 2 days, you are asked to provide a well-being check to the home and document it on Child Plus.

• Family Advocates who service Head Start/Pre K families are required to conduct 3 home visits or additional visits (depending on need of family) will be provided lasting between 30 minutes to 1 hour in length during the program year.

• Family Advocates will offer flexible scheduling to meet the needs of the family.

• Family Advocates are to utilize the Parents as Teachers curriculum based off Parent Training Survey in order to meet the needs of the families.

• Family Advocates are to cover each area on the home visit plan including goal setting, needs identified and family strengths. During the home visit, Family Advocates should be covering health, nutrition, family goals, special needs and any behavior concerns based on the information provided by the parent. If a parent expresses they need help with their child’s behavior, we can accommodate the family with information from Parents as Teachers. If the parent expresses a serious nature, Special Educator will be contracted for additional guidance.

• Family Advocates are to provide 5 Parent Power Hour Meeting in the program year.

• Family Advocate will follow up with health requirements, health referrals, nutrition and other necessary referrals to ensure the health and safety of the enrolled child.

• Family Advocates will support families that may be in crisis and need emergency items such as food, beds, diapers, clothing and furnishings.

• Family Advocates will review their caseload with component staff 2 times during the program year to ensure the family needs are being met and all Child Plus data is within compliance.

Communication Tools and Strategies with Family Advocates and families

• Remind system – Ask center teacher to add you to the system.
• Child Plus email or text messaging
• Phone calls or texting
• Zoom Parent Power Hour
• Home Visits when possible or porch stop ins depending on the phase.
• WCA Head Start You Tube Channel
Services available to families at all times

- Mental Health Consultation either through Systems 1-2-3 or Shauna Staranko. Both can provide virtual consultation through zoom of phone conferencing
- Referrals for crisis intervention which can include emergency food, housing drug/alcohol services etc.
- Consultation regarding concerns about health or special needs. Families can receive contact through our Head Start content experts

- All Family Advocates will be provided following Personal Protection Equipment (PPE) supplies and additional supplies to increase the level of faculty from viruses and other illnesses.
  - Individual bottles of hand sanitizer
  - Hand soap
  - Paper towels
  - tissues
  - Disinfectant sprays or wipes
  - Disposable and cloth face masks
  - Disposable gloves
  - thermometer
  Additional supplies:
  - Alcohol wipes
  - Disposable shoe covering

Family Advocates will have a max of 40 families. Regular home visiting as we knew it prior to COVID-19, we will resume based upon federal, state and local guidance.
COVID-19 Screening for Families Participating in Family Support Services

When there is an identified need for in-person Family Support program, the provider of the Family Support program should contact the family or families prior to every in-person service to ask the following health screening questions and additional considerations as recommended by the US Department of Health and Human Services.

Family or Primary Caregiver Name: ____________________________________________

Date of Screening: ________________  Date of Service: ________________

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<tr>
<th>Screening Questions:</th>
<th>Yes</th>
<th>No</th>
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<tr>
<td>Has anyone in the home tested positive or suspected of having COVID-19 in the last 14 days?</td>
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<td>Does anyone in the home have signs or symptoms of a fever, new or worsening cough, sore throat, shortness of breath or difficulty breathing, fatigue, muscle or body aches, new loss of taste or smell, sore throat, congestion, nausea, vomiting, or respiratory illness?</td>
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<tr>
<td>Has anyone in the home had contact within the last 14 days with someone with or under investigation for COVID-19?</td>
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<tr>
<th>Additional Considerations: *</th>
<th>Yes</th>
<th>No</th>
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<td>Has anyone who will be present during the visit or group session traveled outside of Pennsylvania in the past 14 days?</td>
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<td>Will a person with a weakened immune system, a person who is over the age of 65 years, or a person that has chronic health conditions (e.g. heart disease, lung disease, diabetes), or other factors that pose a risk if the person becomes infected with COVID-19 be present during the visit or group session?</td>
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Considerations Comments: _______________________________________________________

Name of Person Completing Screener: ____________________________________________

If the response is yes to any of the three screening questions above, it is recommended that the provider of the Family Support Program coordinate with the family to participate in a virtual home visit/tele-intervention session instead of an in-person session.

*If the response is yes to the two additional considerations, it is recommended that the provider of the Family Support Program and family discuss the possible risk in delivering an in-person session and document the decision. Virtual home visit/Tele-intervention session will be an option for service delivery.

7/7/2020