

## WV Birth to Three Questions and Answers – COVID-19

### June 15, 2020

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**In addition to these questions – please be sure to review all posted documents, and Technical Assistance brochures related to COVID-19.**

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**1. *Who makes decisions about how services will be provided?***

Families will decide how they want to receive each of their services after July 1, 2020. To assist families in making this very important decision, families will review materials sent to them from the State Office with their service coordinator. Families may also want to speak with their family physician and others. Once the decision is made, families will indicate how they want to receive services after July 1 on the *Parental Consent for Service Delivery Options During COVID-19 Pandemic*, by signing and returning the consent form to their Service Coordinator. Service Coordinators will post the consent on the child's WVBTT Online library page and notify the IFSP team of the family's decision.

**2. *Can we provide Teleconference services after July 1, 2020?***

Teleconference services will continue to be an option for families. Families must indicate on the *Parental Consent for Service Delivery Options During COVID-19 Pandemic* form if they are choosing any teleconference service.

**3. *Can families choose both Face to Face and Teleconference services?***

Yes, a family may choose to receive both options and then work with their service professionals to determine the best approach.

**4. *Will Evaluations/Assessments be required to be completed by F-F after July 1, 2020?***

Families will choose how they want to receive their Evaluation/Assessment services and their IFSP services. If a family chooses F-F for their E/A service, WV Birth to Three will work to provide that service. If no service is available for F-F, WV Birth to Three will provide the service by Teleconference.

**5. *Is wearing a face covering important for WVBTT professionals during home visits?***

Face coverings are required to help prevent the spread of COVID-19. **All professionals must wear a face covering during face to face home visits.** If you choose not to wear a face covering, you cannot provide face to face home visits.

**6. *How can I sanitize my face covering?***

You can either machine wash or hand wash your face covering with detergent after each use.

**7. *Could I wear a clear shield as my face covering?***

You should research to see if the clear shield will protect you sufficiently.

**8. *Will families be wearing a face covering during face to face home visits?***

WV Birth to Three is not requiring families to wear a face covering. However, individual professionals may want to ask the family if they will be wearing a face covering and make informed decisions about services based on the response.

**9. *Do I need to wear a mask if I am providing a service outside and I am six feet away from the child/family?***

Yes, face coverings are required for all professionals on face to face home visits.

**10. I am afraid that children may be afraid of my face covering.**

You might ask families to let their child know you will be wearing a face covering to keep them safe. For smaller children who may not understand, families may want to begin letting their child play with a face mask, maybe put it on a stuffed animal and talk about how masks keep us safe. You might make a game or other activity that will get them used to face coverings – even while you are doing teleconference visits.

**11. What kind of sanitizer can be used on home visits?**

You will need to sanitize anything you take into a family home – including your hands, shoes, and any hard objects. You could use a spray hand sanitizer or gel as long as the sanitizer is at least 60% or greater alcohol. You may also use the spray liquid sanitizer. You may choose to use disinfecting sheets such as Lysol or Clorox wipes.

**12. Are we required to change clothes after every visit?**

WV Birth to Three is suggesting that you wear a cover up over your clothes to protect you and any other family that you might visit on the same day. So, we suggested a large cover shirt that you could take off after the visit and wear another clean cover up for next visit.

**13. When should I wear gloves?**

Anytime you may be exposed to a child's body fluids, you will need to wear gloves. This may include working with a child on feeding or when a child has a runny nose or drools frequently. If you have cuts, sores or rashes on your hands or if you are pregnant or at higher risk for COVID-19 due to health issues, you should wear gloves.

**Things to remember about wearing gloves:**

- Check gloves for holes after you place them on your hands.
- Make sure adults and children do not have an allergy to latex gloves.
- If you use latex gloves, try to use the non-powdered latex.
- Use non-latex gloves when touching food or people if possible.
- Never reuse gloves. Wash hands before gloving.
- Wash hands after removing gloves.

**14. Do I need to have the family's signature on my Intervention or Service Coordination Activity note for face to face visits?**

To reduce the spread of COVID-19, you may write in the parent signature section, “**completed with parent**” and then enter visit times and date. *Provide the parent with a copy of the activity note and send the original to the RAU.* Parents receive monthly Explanation of Benefits that list all their services, and the length of time billed. Please make sure that start and stop times are accurate. *WV Birth to Three does not pay for time to write the activity note outside the visit with the family.*

**15. Do I have to call the family to do the prescreen questions or can I text them?**

You may call, email, or text to complete the prescreening. WV Birth to Three has posted WVBTT Family Prescreening Questionnaire form in the Standard Documentation section online. You may use this form if you choose or you can use whatever method you have to document the family's answers.

**16. If I cannot contact a family to do a prescreen, do I still make my face to face visit?**

You should try calling/texting the night before and the day of your visit. If you don't receive a response, the visit is considered cancelled by the family. You and the OSC will remind families of the importance of responding to these questions. You will complete a Missed Appointment form.

**17. If I arrive at a family's home and the family reports the child is ill, what do I do?**

You will tell the family you need to reschedule the visit. Remind the family to let you know through the pre visit prescreen in the future.

**18. Can I decide I don't want to provide F-F services at this time?**

Yes, each professional can decide how they are available to provide services.

**19. If we stay virtual now, can we change it at any time? Or if we say that we will try F2F and virtual and find that it is too overwhelming can we change back to virtual only?**

Yes, the decision is up to you as the service coordinator or practitioner.

**20. I am concerned that team meetings will put team members at risk as we may not be able to social distance, can we ask for virtual team meetings during this time?**

Service Coordinators may likely schedule IFSP team reviews by teleconference, such as by Zoom. They should discuss with the team, including the family, the best way to schedule all team meetings.

**21. Will WVBTT be requiring temperature checks for the families or professionals?**

WVBTT is not requiring temperature checks.

**22. Will my liability insurance cover me for my home visits?**

Please contact your insurance carrier to have these discussions. We have heard that different insurance carriers have given varying information to professionals.

**23. Are we allowed to make visits to Child Care after July 1, 2020?**

WV Birth to Three has a Technical Assistance Bulletin that outlines the steps that must occur before any visit is scheduled in childcare – please refer to that TA Bulletin at [http://www.wvdhhr.org/birth23/tabulletins/tab\\_Determination\\_IFSP\\_Services\\_Child\\_Care\\_Setting.pdf](http://www.wvdhhr.org/birth23/tabulletins/tab_Determination_IFSP_Services_Child_Care_Setting.pdf) If the team has followed all the guidelines in this TA Bulletin, then the team member assigned to the childcare center will need to talk with the childcare providers regarding what their procedures will be after July 1, 2020. WV Birth to Three is not making any face to face visits prior to July 1, 2020. If the family has signed and returned their *Parental Consent for Services During COVID-19* form and they are allowing for services in childcare settings, then WVBTT services may be provided in childcare as of July 1, 2020. If the family has not signed their parental consent, services may not be provided in childcare until that consent is received.

**24. How can I model during feeding sessions with families? I typically model using chewy tubes, blow toys, blowing bubbles. I also work on feeding activities and I eat with the child. Could I try a face shield?**

These are great questions. You might do your visit outside when it's possible, so you have more space to move and demonstrate the strategies. As you asked, using a face shield is also a great option. We do not recommend removing your face covering during the visit, so these other options sound good.

**25. How do I list how I will be available to provide services after July 1? I was on the directory today and could not find a way to list teleconference, face to face, or both.**

You can enter this in the Additional Comments section of your Directory listing. Covansys has increased the number of available characters from 1200 to 1500. Please list your availability there.

**26. I like to visit medically involved children before others, so I don't expose them as much.**

That sounds like a great idea!