

# Action Request Transmittal Aging and People with Disabilities



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**Number:** APD-AR-20-034

**Issue date:** 3/20/2020

**Topic:** Long Term Care

**Due date:**

**Subject:** Limitation on Face-to-Face Contact with In-Home APD Consumers Due to COVID-19

## **Applies to (check all that apply):**

- |   |   |
|---|---|
| <input type="checkbox"/> All DHS employees                                | <input type="checkbox"/> County Mental Health Directors                       |
| <input checked="" type="checkbox"/> Area Agencies on Aging: Types A and B | <input type="checkbox"/> Health Services                                      |
| <input checked="" type="checkbox"/> Aging and People with Disabilities    | <input type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs                        | <input type="checkbox"/> ODDS Children's Intensive In Home Services           |
| <input type="checkbox"/> County DD program managers                       | <input type="checkbox"/> Stabilization and Crisis Unit (SACU)                 |
| <input type="checkbox"/> Support Service Brokerage Directors              | <input type="checkbox"/> Other ( <i>please specify</i> ):                     |
| <input type="checkbox"/> ODDS Children's Residential Services             |   |
| <input type="checkbox"/> Child Welfare Programs                           |   |

## **Policy**

Effective immediately, as a precaution due to COVID-19, APD is temporarily adopting the following policies related to face-to-face contacts until further notice.

## **Face-to-Face Contact**

Local office staff should, to the maximum extent possible, avoid face-to-face contact with current and potential consumers in their home or care setting. This policy is intended to protect staff and reduce the risk of introducing community acquired viruses to APD consumers. While it's impossible to name every scenario, the following are a few examples of when face-to-face contact is still appropriate:

- Concerns over service delivery or service adequacy
- Critical wellness checks
- Safety / welfare concerns

If you have a question on whether a face-to-face contact is necessary, please consult with your manager or [Central Office](#).

Assessments, re-assessments and other case management activities as indicated in [APD-PT-20-020](#) is still applicable. Assessments, re-assessments and other case management activity for all current and potential consumers may be completed over the phone or video call.

### **Consumer Health and Wellness Screening Questions**

In situations where face-to-face contacts are required or requested, staff must screen all consumers prior to conducting a face-to-face visit. These are the five questions that should be posed to each consumer prior to attempting the contact:

1. Do you or any occupants of your home have a fever?
2. Do you or any occupants of your home have a new or worsening cough or shortness of breath?
3. Do you or any occupants of your home have flu-like symptoms?
4. Have you or any occupants of your home traveled to any area with widespread or sustained community transmission of the coronavirus 2019 (COVID-19) within 14 days of symptom onset?
5. Have you been in close contact with someone, including healthcare workers or any care providers, who has been confirmed to have the COVID-19?

If the consumer answers 'Yes' to ANY of these questions, face-to-face contacts are prohibited without authorization from Central Office.

If a consumer answers 'No' to ALL of the above questions and have specifically requested a face-to-face visit, staff may schedule and complete the face-to-face visit as soon as it can be scheduled, otherwise, information must be collected over the phone, video call, email, mail or text.

In the event that a face-to-face visit is required, please adhere to all social distancing standards whenever possible by maintaining a minimum of six feet between yourself and all others in the room.

### **Reason for action:**

In an effort to keep all APD/AAA staff and Oregonians healthy and to minimize the risk of spreading COVID-19.

**Field/stakeholder review:**  Yes  No

**If yes, reviewed by:** APD/AAA Operations & APD Policy teams

*If you have any questions about this action request, contact:*

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