



POLICIES & PROCEDURES

SUBJECT: COVID-19 PREPAREDNESS PLAN

EFFECTIVE DATE: 3/12/2020

REVISED DATE: 3/20/2020

PURPOSE: In response to the recommendations of the Center for Disease Control (CDC), FCN has developed the necessary procedures to identify and be prepared for possible COVID-19 cases, prevent the spread of the disease to all clients and staff, and ensure that the care and safety of all children, young adults, and families served by FCN are appropriately addressed throughout the public health emergency.

SCOPE: FCN

PROCEDURE:

A. PREPAREDNESS

1. Staff and clients will be encouraged to wash their hands often with soap and water.
 - a. Posters on appropriate hand washing/hand hygiene will be posted in restrooms, general waiting areas, and throughout FCN offices.
 - b. Flyers/posters on general prevention rules for prevention of the Coronavirus will also be posted throughout FCN offices.
2. Hand sanitizer dispensers in FCN offices are being monitored and replenished as necessary.

**B. COLLABORATION WITH CITRUS HEALTH NETWORK
FEDERALLY QUALIFIED HEALTH CENTER**

1. FCN is working in close collaboration with the Federally Qualified Health Center division of Citrus Health Network (CHN) to provide resources and assistance whenever and however possible for the System of Care during the COVID-19 health emergency. Some examples of the collaboration follow:
 - a. CHN's pediatrician is providing consultations for CRIB staff on children who are new intakes who are demonstrating symptoms of COVID-19.
 - b. CHN has made available nursing services for group home providers for COVID-19 screenings of all current and incoming residents.



POLICIES & PROCEDURES

SUBJECT: COVID-19 PREPAREDNESS PLAN

EFFECTIVE DATE: 3/12/2020

REVISED DATE: 3/20/2020

- c. CHN's Housing Department staff are working closely with FCN staff, including the Transitioning Youth Services (TYS) team to ensure continuity of housing options for all newly admitted youth, as needed and appropriate.

C. STAFF TRAVEL

1. All business-related travel was cancelled effective March 12th for a period of a minimum of 30 days.
2. Out-of-town meetings and activities that are considered to be critical to duties will be considered on a case-by-case basis.
3. Staff who traveled outside of the United States are required to notify the Chief Executive Officer and the Chief Medical Officer and adhere to a 14-day self-quarantine upon return.

D. TELEWORKING STRATEGY FOR STAFF

1. FCN has implemented a teleworking strategy to limit the amount of staff present in FCN offices, effective March 13, 2020.
2. Staff who fall into high risk categories, as defined by the CDC (older adults; people who have chronic medical conditions such as heart disease, diabetes, and lung disease; people with severe immunodeficiency or immunosuppression) are given priority to work remotely.
3. All staff who are working remotely were provided with laptops, or instructions on how to access the virtual desktop system from their personal computers.
4. For departments where not all staff are working remotely, a rotation schedule was implemented for staff to be present in the office, as appropriate for the duties of that department.
5. The Safety Director will seek updates from CDC and determine the implementation or discontinuation of the procedures.

E. GUIDANCE FOR STAKEHOLDERS

1. FCN has developed the Citrus FCN Novel Coronavirus (COVID-19) Guidance Document for the Southern Region Child Welfare System of Care. The document includes operational guidance for Full Case Management Agencies (FCMAs), and group homes, as well as information for other community stakeholders. The guidance document is being widely distributed.



POLICIES & PROCEDURES

SUBJECT: COVID-19 PREPAREDNESS PLAN

EFFECTIVE DATE: 3/12/2020

REVISED DATE: 3/20/2020

F. PROGRAM/SITUATION SPECIFIC PROCEDURES

1. Intake and Removal Screenings

- a. FCN Intake staff will utilize the FCN COVID-19 screening tool for any child that is being brought into the Children's Reception and Intake Base (CRIB) in order to have accurate information for the caregivers even if the child is not presenting with symptoms.
- b. Intake staff will advise CRIB staff of the results of the screening tools.
- c. If the child is presenting with symptoms, CRIB staff will consult with a Citrus Health Network pediatrician to receive guidance on the level of intervention, depending on the symptoms.

2. Foster Parents/Relative Caregivers

- a. FCN identified Foster Parents and relative non-relative caregivers who fall into high risk groups through the following methods:
 - i. Pulling information from the Florida Safe Families Network (FSFN) to identify Foster Parents and other members of the household who are age 60 or above.
 - ii. Reaching out to foster homes by phone to determine if there are caregivers in the household that are immunocompromised or immunodeficient.
 - iii. The Full Case Management Agencies (FCMAs) identified relative non-relative caregivers of children in their caseloads who fall into the two above high-risk categories.
- b. Caregivers in high-risk categories are given priority for communications and interventions.
- c. FCN identified traditional foster homes that have medically fragile children placed with them who are awaiting Children's Medical Services/Medical Foster Care (CMS/MFC) placements or who are not expected to be placed in CMS/MFC homes. FCN will work closely with CMS to make arrangements for this population, as appropriate.



POLICIES & PROCEDURES

SUBJECT: COVID-19 PREPAREDNESS PLAN

EFFECTIVE DATE: 3/12/2020

REVISED DATE: 3/20/2020

- d. FCN, in close collaboration with the FCMA's, is in regular communications with Foster Parents aimed at ensuring minimal placement disruptions due to a child or caregiver becoming ill. Foster Parents were advised that Citrus FCN would provide support for the caregiver and the child to navigate the illness together.
- e. FCN is in regular communication with Foster Parents and is providing Foster Parents the opportunity to submit questions, comments, and concerns to FCN Foster Parent Support at questions@citrusfcn.com. Foster Parent Support staff will respond to questions, and responses to Frequently Asked Questions will be put into a document to be shared widely to all Foster Parents.
- f. Relative caregivers can also submit questions, comments, and concerns at questions@citrusfcn.com.

3. Foster Parent Licensing

- a. For Miami-Dade County, FCN has moved all Parents' Resources for Information Development Education (PRIDE) trainings to be conducted as web-based trainings through the LMS.
- b. For Monroe County, Wesley House Family Services will be conducting PRIDE trainings as a web-based training via Skype.

4. Foster Home Relicensing

- a. As of March 17th, required quarterly home visits for relicensing may be postponed due to the COVID-19 health emergency. DCF OCW is temporarily replacing the requirement for foster home quarterly visits with quarterly contacts. An extended family foster home license may be requested to DCF Regional Licensing and granted for any purpose that is not related to background screening requirement.
- b. FCN Licensing staff will indicate the postponement of required quarterly relicensing visit in FSN noting substitution of quarterly contact. Visits will be immediately rescheduled at the conclusion of the COVID-



POLICIES & PROCEDURES

SUBJECT: COVID-19 PREPAREDNESS PLAN

EFFECTIVE DATE: 3/12/2020

REVISED DATE: 3/20/2020

19 health emergency and the expiration of the DCF OCW guidance.

5. Transitioning Youth Services Program

- a. Transitioning Youth Services (TYS) Specialists have been directed to avoid face-to-face contact with youth, and vice versa. As such, communication is taking place using video conferencing, text messages, phone calls and other related messaging methods.
- b. The monthly face to face “Community Resource Day” activities for April 1, 2020 have been cancelled. All eligible youth will receive their stipends via direct deposit, check or debit cards.
- c. A notice was posted on the FCN website advising YYS clients of the cancellation and means to receive funds.
- d. All YYS staff are working remotely, per the teleworking strategy outline above.
- e. Coordination of YYS new admissions, youth turning 18, and youth reentries will be conducted electronically/offsite, as needed and appropriate.

6. Adoption Program

- a. Adoption Staff have been directed to avoid face-to-face contact with adoptive parents and children, and vice versa. As such, communication is taking place using video conferencing, text messages, phone calls and other related messaging methods.
- b. A notice has been posted in our website advising Adoptive Parents of the e mail distribution list PostAdoption@citrusfcn.com . Inquiries will be handled by the Adoption Staff promptly.

7. Group Home Providers (Shift Care)

- a. FCN contacted each group home provider individually to identify concerns and answer questions unique to each provider. Citrus FCN also held joint meetings with the providers to identify common concerns and answer common questions.



POLICIES & PROCEDURES

SUBJECT: COVID-19 PREPAREDNESS PLAN

EFFECTIVE DATE: 3/12/2020

REVISED DATE: 3/20/2020

- b. All group providers confirmed they have:
 - i. A plan in place in the event of a quarantine.
 - ii. Stockpiled supplies, including sanitizing supplies.
 - iii. Reached out to staff and background checked volunteers to ensure appropriate staffing levels at their sites in the event of a quarantine/lockdown.
- c. Citrus FCN identified two AHCA licensed facilities in Miami-Dade County and one home in Monroe County that were empty as of this policy's effective date, as a contingency placement in the event that healthy children would need to be segregated from sick children.
 - i. Those facilities would be staffed by those staff and volunteers identified in D.3.b.ii.
 - ii. Additional staff may be assigned and may be exempt from training requirements for such assignment pursuant to Secretary Poppell's order.
 - iii. FCN is working with DCF for approval of temporary licensure for the three facilities.

8. Prevention Providers

- a. FCN has developed and distributed a Telecontact Guide for Prevention Providers that includes a "When to seek Care Guide" for all families.
- b. FCN has also have provided all Prevention Providers with a Closing Acknowledgment Checklist for both Crisis Management and aftercare services.
- c. FCN is collaborating with DCF on cases where Present Danger is identified and where the Prevention Provider is monitoring a Present Danger Safety Plan. In the event the Prevention Provider is unable to make a home visit to monitor the tasks on the safety plan, DCF will conduct additional visits in addition to the Prevention Provider utilizing telehealth.

9. School Closures

- a. Prior to school closures, FCN reached out to Foster Parents to inquire as to:
 - i. What their plans would be for childcare if schools closed.



POLICIES & PROCEDURES

SUBJECT: COVID-19 PREPAREDNESS PLAN

EFFECTIVE DATE: 3/12/2020

REVISED DATE: 3/20/2020

- ii. If they had the ability to telework in order to avoid disruption in placement and make sure children are cared for.
- b. FCN reached out to community partners in Miami-Dade who agreed to set up camps for children in care to ensure children were being cared for and to reduce negative impact of school closures on caregivers.
- c. One of the FCMA's identified an after-school program that brought up an all-day camp for children enrolled in the after-school program.
- d. The FCN team continues to identify resources, as needed and available.

10. Childcare Centers and Early Learning Center

- a. If Childcare Centers and Early Learning Centers are closed, they need to notify FCN of the plan for supervision for the child.
- b. If Childcare Centers and Early Learning Centers are open but are not taking the child, they need to report to FCN the reason and have weekly video conferencing with the child and document in FSFN.

11. Incident Reporting

- a. Citrus FCN has advised staff and FCMA's that all critical incidents must be called in to FCN at 305-455-2888. The line is available 24-hours-a-day, seven-days-a-week. FCMA's should follow the current FCN Incident Reporting policy.

12. Staff Training

- a. FCN has identified a COVID-19 Coronavirus Preparedness for Employers and Employees training and it is now available for all staff to access remotely in FCN's Learning Management System (LMS) system well.
- b. FCN Human Resources identified an online training through Florida Blue that will be sent to staff electronically.
- c. All in-person pre-service trainings have been moved to be conducted as web-based trainings on Zoom. All field coaching will be conducted by phone.



POLICIES & PROCEDURES

SUBJECT: COVID-19 PREPAREDNESS PLAN

EFFECTIVE DATE: 3/12/2020

REVISED DATE: 3/20/2020

13. Website and Social Media

- a. FCN will have a COVID-19 webpage with updates and community resources.
- b. FCN will share updates and community resource information on its social media pages.

TOOLS: Citrus FCN Novel Coronavirus (COVID-19) Guidance Document for the Southern Region Child Welfare System of Care