



HOME VISITS DURING COVID-19

POLICY: During the COVID-19 Pandemic face- to- face contact among staff, persons served, and collateral contacts will occur when determined to be necessary by the Program Director and will use approved safety protocols.

PURPOSE: To safeguard the health of staff and persons served during the COVID-19 Pandemic.

PROCEDURES:

Criteria for home visits and transportation (also see policy for office visits during COVID-19 Pandemic)

1. In-person visits will be conducted under the following circumstances and with approval from the Director or Team Leader:
 - a) Persons served who need an injection, bloodwork or change to oral medications, will be seen in-person by nursing staff.
 - b) Persons served who need assistance to take medication and do not have supports to assist them to take their medication. Staff will utilize PPE and practice social distancing of six (6) feet to the extent possible. (If the PS lives with others collaboration and assistance from them will be encouraged and facilitated through coaching and instruction by staff.
 - c) Persons served receiving medication delivery when pharmacy delivery of medications is not possible. If staff is unable to deliver the medication to the doorstep, social distancing of six (6) feet must be maintained.
 - d) Home visits are considered for individuals who are not managing their mental health well, and they cannot be managed through telehealth
 - e) Persons served who need assistance with concrete needs (food and personal care item drop off). Staff will use wipes and cleaning procedures when handling the food and other items being delivered.
2. The Assertive Outreach Policy is suspended for the duration of the pandemic. Determination of need and approval of daily visits will be made in consultation with the Director and Team Leader.
3. Visits may be limited to Phone contact or Telemedicine (audio visual) for persons served with complex medical issues that put them at greater risk for COVID-19 infection. The risk/benefit of face to face vs telemedicine will be discussed with the Director/Team Leader and medical staff to make a determination. This may include limiting face to face visits to a single team member, preferably an RN, if available.
4. Transportation be provided to persons served who are not experiencing COVID-19 symptoms and for which there is no other option to meet their need, following consultation and approval from the Team Leader and/or Director.
 - a. Hand sanitizer in all vehicles is a requirement for any home visit or visit to a Bridgeway office. Sanitizer must be applied before and after each visit.
5. The transportation company, On Time Medical Transportation is recommended for transport of individuals who are symptomatic or have been in contact with others diagnosed with COVID-19. Consultation with Team Leader and/or Director is required for accessing this service.

Procedures for Safety of employees and persons served

1. In all contacts (phone, telemedicine, and face to face) with persons served staff will:
 - a. Ask the screening questions:
 - i. are you experiencing cough/fever/chills/sore throat/body ache/shortness of breath/diarrhea?
 - ii. have you had contact with anyone who is sick? Have you had contact with anyone diagnosed with COVID-19?
 - b. Any response indicating exposure or possible exposure will be reported to the Team Leader and/or Director immediately.
2. In all instances of face to face contact with persons served staff will follow all safety policies in effect.

Attribution:

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