

## Guidance for Children/Youth Residential Programs serving DCF, DAIL, and DMH Clients

Updated: 3-27-2020

**All updated information is in red text**

For questions about this guidance please contact [Cheryle.Wilcox@vermont.gov](mailto:Cheryle.Wilcox@vermont.gov), DMH

**PLEASE NOTE – This information may be superseded by subsequent guidance. Always check <https://www.healthvermont.gov/response/infectious-disease/2019-novel-coronavirus> for updated information.**

**It is important in this current climate that when we can safely and appropriately have children at home rather than in group settings we should. We know this isn't possible for every child and youth, which is why this guidance is being provided.**

### Communication Requirements for Residential Programs

The following is essential information that is required to communicate to departments until further notice

<i>Communication</i>	<b>Who to send to?</b>	<b>Timeline</b>
<i>Visitation Plans Send this information to the departments currently using your program.</i>	<b>DCF:</b> <a href="mailto:AHS.DCFFSDRLSIAgencyLicensing@vermont.gov">AHS.DCFFSDRLSIAgencyLicensing@vermont.gov</a> <a href="mailto:AHS.DCFFSDSSU@vermont.gov">AHS.DCFFSDSSU@vermont.gov</a> <b>DMH:</b> <a href="mailto:Dana.Robson@vermont.gov">Dana.Robson@vermont.gov</a>	If any changes occur send immediately to DCF and DMH contacts
<i>Updates about:</i> <ul style="list-style-type: none"> <li>• How many children you suspect are ill</li> <li>• How many staff you have out</li> <li>• Staffing needs               <ul style="list-style-type: none"> <li>• Behavioral problems</li> </ul> </li> </ul> <i>Contact information should you need clarifications or have questions</i>	<b>DCF:</b> <a href="mailto:AHS.DCFFSDRLSIAgencyLicensing@vermont.gov">AHS.DCFFSDRLSIAgencyLicensing@vermont.gov</a> <a href="mailto:AHS.DCFFSDSSU@vermont.gov">AHS.DCFFSDSSU@vermont.gov</a>  <b>DMH:</b> <a href="mailto:Dana.Robson@vermont.gov">Dana.Robson@vermont.gov</a>	Report to DCF and DMH on Tuesday and Friday
	<b>DCF:</b> <a href="mailto:AHS.DCFFSDRLSIAgencyLicensing@vermont.gov">AHS.DCFFSDRLSIAgencyLicensing@vermont.gov</a> <a href="mailto:AHS.DCFFSDSSU@vermont.gov">AHS.DCFFSDSSU@vermont.gov</a>  <b>DMH:</b> <a href="mailto:Laurel.Omland@vermont.gov">Laurel.Omland@vermont.gov</a>	

## Visitation, Contact and Change in Placement

### 1. Are children/youth going to be moved between programs?

**Answer:** We want children transitioning as little as possible. There is a short window to make these moves as that may be prohibited soon. There are fewer options for emergency removal.

### 2. What are the differences between youth placed in programs by DCF vs. DMH/DAIL?

**Answer:**

**DMH/DAIL placements:** If parents want to take their child home during this period and they are in their parents' custody, it is important for programs to make informed decisions about this by doing the following:

- Conduct a clinical assessment of the ability for the child to be safely managed at home.
- Discuss with the family what to do if the child goes into a mental health crisis and be clear that they should not bring their child to the Emergency Department for screening.
- If the child/youth is going home, determine the most appropriate and available MH service/support.
- Families must be informed that resources may be limited in the community during this uncertain time.

**DCF:** Children/youth should remain in place to minimize movements unless otherwise planned with DCF.

### 3. How should we be handling children/youth and visits with family?

**Answer:** Screening for symptoms of fever, cough or difficulty breathing should occur before each visitation or home visit. Visitation to programs should be limited to 1-2 individuals per child who had been screened. Home visits can continue as well if no one in the home is sick and if screening occurs before the visit.

**DMH/DAIL placements: Update 3-27-2020:** If programs decide to limit or suspend family or home visits due to risk of exposure to children, families or staff, they should discuss this decision with parents/guardians, and offer alternative phone or virtual options for contact. If the program or families need assistance in agreeing on a plan, they should involve the appropriate Care Manager from DMH or DAIL to help mediate the situation.

**DCF:** Family Services issued [specific guidance](#) on 3-19-2020 that addresses this issue.

## Managing Health

### 4. What happens if a child/youth needs a medication refill?

**Answer:** If possible, be sure that all prescriptions are filled. If mail order option is available or drive up pharmacy is an option, this would limit contact with others and is preferable.

### 5. Can we share staff across programs?

**Answer:** We want to support staffing of programs. These decisions should be made after careful consideration.

**DCF:** From a regulatory perspective DCF Residential Licensing and Special Investigations (RSLI) supports programs getting creative with staffing (partner programs, for instance). If a staff person has had appropriate background checks and is hired in one program, the background checks are considered transferrable to assist other programs. DCF is aware that NCIC fingerprint supported background checks are currently not available due to Identification Centers suspending service due to COVID-related concerns. FSD issued [additional guidance on background checks](#) as part of a separate memo to Residential Treatment Providers.

### 6. How should staff changes be handled?

**Answer:** When staff come in, they should be screened for symptoms of fever, cough or shortness of breath, travel, and possible exposure to a person with COVID-19. (See screening at the end of this guidance) Staff should also be self-screening prior to coming to work.

### 7. Should we bring children/youth to the ED if they have symptoms or become ill?

**Answer:** If a child/youth of a residential program develops symptoms consistent with COVID-19, their primary care clinician should be contacted. Ideally, the child/youth would be tested for coronavirus, but this may not be possible. They should stay in their room as much as possible. If a mask is available, it should be given to the symptomatic person. Ideally, protective masks would also be provided to staff working with this individual, but this needs to be evaluated given the supply of personal protective equipment the site has. Per CDC guidelines, staff that have had contact with the resident can continue to come to work if asymptomatic. If the resident is unable to be contained in their room, consideration should be given to moving the patient, if possible, to another location or assessing if this person might be safely discharged from the program and sent home. If testing is available and the resident tests positive, contact the Vermont Department of Health.

**8. Is the expectation that residents with mild symptoms of confirmed Coronavirus be isolated in our program?**

**Answer:** As much as possible, ill children should be isolated from others. The symptoms may present in a resident in such a way that emergency department assessment and/ or hospitalization might be indicated.

**9. If/when Personal Protective Equipment (PPE) in our facility runs out, who has supplies?**

**Answer:** If you do not have PPE contact David Casey at the Vermont Department of Health by email at [David.casey@vermont.gov](mailto:David.casey@vermont.gov)

**Update 3-27-2020:** To request PPE – The Health Department has developed a web-based COVID-19 specific resource request form. If you anticipate depletion of any COVID-19 specific resource stocks within the next 7 days, please use the following web link to submit a resource request: <https://www.surveygizmo.com/s3/5504100/COVID-Resource-Request-Form> It is important that you indicate you are a long-term care facility when completing the form.

**10. What is the notification process if someone has a positive test?**

**Answer:** The Health Department lab notifies the submitting healthcare provider of a patient's test results. The provider then notifies the patient. For a positive result, confirming COVID-19 illness, the Health Department then follows up with the patient to provide public health recommendations and identify contacts.

**11. Is the State Health Department providing guidance to health care workers following illness? Any test recommendations?**

**Answer:** Stay alert to [VDH health advisory notices](#). Follow return-to-work recommendations and infection prevention recommendations as appropriate.

## System of Care

**12. Is the Brattleboro Retreat (BR) still accepting and discharging children?**

**Answer:** Yes. They are currently admitting children who need acute psychiatric care and discharging children who no longer require hospital level of care.

**13. What is happening with NFI Hospital Diversion (HDP) and Howard Center Jarrett House?**

**Answer:** Both programs are still accepting youth. If the youth is from the BR, HDP will ask for documentation of temperature. Both programs are screening for signs of COVID-19 prior to intake and may not intake a child if they screen positive.

## Fiscal

### 14. How are we going to continue being paid even if we have reduced children/youth in programs?

**Answer:** We are collectively working towards this and are looking into various possibilities.

**Update 3-20-2020:** Our primary goal is to support programs to have cash flow to maintain their staff and provide services to youth. The mechanism is to be finalized. There is a recommendation to the Division of Rate Setting (DRS) that they are drafting, then it will be reviewed by PADS, and then DRS will need to get the final authorization to implement. We recognize programs are decompressing, some children are returning home while others are remaining in program. Those decisions are made on an individualized basis based on the clinical presentation, availability and safety of the home (or foster home), and an in-depth process with the family. We are looking at a funding model that our PNMI crisis programs use – like Jarrett and Depot – where they get paid 100% based on average utilization and daily rate is determined by monthly census (so can fluctuate). Again, this is not finalized and may not be the final approach.

## Resources

- Use of HIPAA for Telecommunications, Blue Cross Blue Shield (BCBS) Billing Change and New Medicaid Billing Codes (See attached)
- Helping Homebound Children During the COVID-19 Outbreak:  
[https://www.cstsonline.org/assets/media/documents/CSTS\\_FS\\_Helping\\_Homebound\\_Children\\_during\\_COVID19\\_Outbreak.pdf](https://www.cstsonline.org/assets/media/documents/CSTS_FS_Helping_Homebound_Children_during_COVID19_Outbreak.pdf)
- Vermont Health Department Stay Informed; Current Status in Vermont:  
(<https://www.healthvermont.gov/response/infectious-disease/2019-novel-coronavirus>)
- Centers for Disease Control and Prevention (CDC) Coronavirus Disease Information Page  
<https://www.cdc.gov/>
- Department of Mental Health  
<https://mentalhealth.vermont.gov/coronavirus-and-our-mental-health>
- Department of Disabilities, Aging and Independent Living:  
<https://dail.vermont.gov/novel-coronavirus-information>
- Department for Children and Families:
  - Guidance specific to <https://dcf.vermont.gov/COVID-19>
- Parent Caregiver Guide to Helping Families Cope with Coronavirus:  
<https://www.nctsn.org/resources/parent-caregiver-guide-to-helping-families-cope-with-the-coronavirus-disease-2019>
- List of Essential Persons: <https://vem.vermont.gov/essentialpersons>

## Coronavirus Disease 2019 (COVID-19) Recommended Precautions for Caregivers

**SUMMARY** – Coronavirus Disease 2019 (COVID-19) continues to spread and has been confirmed in every state. This notice provides information to homecare providers and caregivers on the symptoms, prevention and precautionary measures one should take in caring for an individual who may be experiencing symptoms.

**PREVENTION** - There is currently no vaccine to prevent Coronavirus Disease 2019 (COVID-19). The Center for Disease Control and Prevention (CDC) recommends these everyday actions to help prevent getting sick.

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean frequently touched objects and surfaces every day using a regular household cleaning spray or wipe.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
- If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol.
  - Follow the CDC's recommendations for using a facemask. The CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19.
  - Facemasks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others.
  - Facemasks are crucial for health workers and people who are taking care of someone in close settings (at home or in a health care facility).

**SYMPTOMS** - Reported illnesses have ranged from mild symptoms to severe illness and death. The following symptoms may appear 2-14 days after exposure.

- Fever
- Cough
- Shortness of breath

**IMPORTANT:** *Call your doctor if you or the person you are caring for develop symptoms and has been in close contact with a person known to have COVID-19 or has recently traveled from an area with confirmed spread of COVID-19.*

## CAREGIVERS – What to do if a person you are caring for has been diagnosed with COVID-19: CARING FOR A PERSON WITH COVID-19

- Household members, intimate partners, and caregivers in a nonhealthcare setting may have close contact with a person diagnosed with or under medical evaluation for COVID-19. Close contacts should monitor their health; they should call their healthcare provider right away if they develop symptoms suggestive of COVID-19 such as fever, cough, or shortness of breath.)
- Make sure that you understand and can help the patient follow their healthcare provider’s instructions.
- If the patient is getting sicker, call his or her healthcare provider and tell them that the patient has laboratory-confirmed or clinician-diagnosed COVID-19.
- If the patient has a medical emergency and you need to call 911, tell the dispatch personnel that the patient has, or is being evaluated for COVID-19. If possible, the patient should put on a facemask before emergency medical services arrive or before entering any medical facility.
- The patient should not handle pets or other animals while sick.
- The patient should wash their hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer that contains at least 60% alcohol. Soap and water should be used preferentially if hands are visibly dirty.
- The patient should avoid touching their eyes, nose, and mouth with unwashed hands.
- You and the patient should wear a facemask if you are in the same room.
- Wear a disposable facemask and gloves when you touch or have contact with the patient’s blood, stool, or body fluids, such as saliva, sputum, nasal mucus, vomit, urine.
  - Throw out disposable facemasks and gloves after using them. Do not reuse.
  - When removing personal protective equipment, first remove and dispose of gloves. Then, immediately clean your hands with soap and water or alcohol-based hand sanitizer. Next, remove and dispose of facemask, and immediately clean your hands again with soap and water or alcohol-based hand sanitizer.
  - Place all used disposable gloves, facemasks, and other contaminated items in a lined container before disposing of them with other household waste. Clean your hands (with soap and water or an alcohol-based hand sanitizer) immediately after handling these items.
- Wash laundry thoroughly.

- Immediately remove and wash clothes or bedding that have blood, stool, or body fluids on them, using the warmest temperature recommended on the label.
- Wear disposable gloves while handling soiled items and keep soiled items away from your body.
- Clean your hands (with soap and water or an alcohol-based hand sanitizer) immediately after removing your gloves.

### CLEANING AND PREVENTING THE SPREAD OF THE VIRUS

- Clean frequently touched objects and surfaces every day using a regular household cleaning spray or wipe.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
- If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol.
- Clean all “high-touch” surfaces, such as counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables, every day. Also, clean any surfaces that may have blood, stool, or body fluids on them. Use a household cleaning spray or wipe, according to the label instructions.

### FURTHER STEPS FOR PREVENTION

- Caregivers and other household members should stay in another room or be separated from the patient as much as possible.
- Household members should use a separate bedroom and bathroom, if available.
- Prohibit visitors who do not have an essential need to be in the home.
- Make sure that shared spaces in the home have good air flow, like an air conditioner or an opened window, weather permitting.
- Avoid sharing household items with the patient. You should not share dishes, drinking glasses, cups, eating utensils, towels, bedding, or other items. After the patient uses these items, you should wash them thoroughly.

## Screening Guidelines for Novel Coronavirus (COVID-19)

Amid all the attention to the COVID-19 virus, it is important to remember that here in Vermont we are still actively engaged in efforts to prevent the spread of the virus. We are well aware of the enhanced risk that this virus poses to older and vulnerable Vermonters. Based on that enhanced risk, Governor Scott, the Vermont Department of Health, the Department of

State of Vermont  
Department of Mental Health  
Department for Children and Families, Family Services Division  
Department of Disabilities, Aging and Independent Living  
In partnership with the Vermont Department of Health  
280 State Drive, NOB 1 South  
Waterbury, VT 05671-1010

Disabilities, Aging and Independent Living, the Department for Children and Families and the Department of Mental Health are **strongly encouraging** the use of a short screening for all visitors to long term care facilities or congregate sites.

We have developed the screening questions for you to use; they are attached here. If someone that you screen answers positively to **any** of these questions, they should be encouraged to contact their own doctor to let them know about their symptoms or exposure and denied entry to your facility or site.

We realize this type of screening and response could be very distressing to family members or to attendees, so we encourage you to frame it as a “protect yourself, protect others” effort. We hope to reinforce that messaging across multiple channels to raise awareness about the importance of prevention.

For more information on these screening guidelines, please contact the Vermont Department of Health at 802-863-7240.

For more information on the Novel Coronavirus (COVID-19), please visit [healthvermont.gov/covid19](http://healthvermont.gov/covid19).

### Screening for Novel Coronavirus (COVID-19) – General Operating Instructions for Visitors

Name \_\_\_\_\_

Date \_\_\_\_\_

Facility \_\_\_\_\_

Name of Contact \_\_\_\_\_

**Have you in the past 14 days:**

1. Traveled to Vermont from one of the affected countries or regions or traveled on a cruise? (March 18<sup>th</sup>: China, Iran, South Korea, Europe, United Kingdom and Ireland) (listed at [healthvermont.gov/covid-19](http://healthvermont.gov/covid-19))

**YES / NO**

2. Been in contact with a novel coronavirus/ COVID-19 infected person?

**YES / NO**

State of Vermont  
Department of Mental Health  
Department for Children and Families, Family Services Division  
Department of Disabilities, Aging and Independent Living  
In partnership with the Vermont Department of Health  
280 State Drive, NOB 1 South  
Waterbury, VT 05671-1010

*Agency of Human Services*

3. Have you had the following symptoms in the last few days:
- feel uncomfortable, especially with respiratory symptoms (cough, fever, shortness of breath, difficulty breathing)?
  - feel unwell, especially with respiratory symptoms (cough, fever, shortness of breath, difficulty breathing)?
- YES / NO**