

CCA and DHS Treatment Services COVID-19 FAQ

Below is a list of frequently asked questions (FAQ) with responses from Children’s Care Licensing and DHS Treatment Services. We encourage you to stay connected via the COVID-19 weekly CCA meetings. If you have not received an Outlook invitation please contact either Jenifer.E.McIntosh@dhsosha.state.or.us or Tianna.M.Burmester@dhsosha.state.or.us

Question	Licensing Answer	DHS Tx Services Answer
What should we do if foster parent(s) becomes ill enough they cannot provide supervision?	Work with your placement entity to decide what is in the best interest of all parties with the specific information available for each case. Reach out to your licensing coordinator if you need an exception to an existing licensing rule.	Work with your Program Analyst to determine the best approach to maintain safety and wellbeing as well as to discuss any exceptions to BRS rule or contract on an individual case basis.
At this point, should we hold off on respite Care?	As of 3/26 Licensing, Treatment Services, and OYA are recommending that agencies stop providing respite care except for critical or emergency needs. If there is a critical or emergency situation should occur notify your assigned Licensing Coordinator, Program Analyst, or CRU Tech as applicable.	Please adhere to the advice provided here by licensing
Not all of our Foster homes have another room to isolate a youth. In that case, what do we suggest?	Work with your contract partners and your assigned Licensing Coordinator around possible solutions. If there is a need to be creative around providing isolation that includes things such as using a space that is not a bedroom please share that with your licensing coordinator as an exception may be needed.	Follow direction from licensing and include your Program Analyst on any exception requests needed.
If we Isolate the sick youth can we allow other youth to sleep where possible?	Identify a plan and work with your licensing coordinator and contract partners. We are all trying to be flexible and supportive during this time.	Follow direction from licensing and include your Program Analyst on any exception requests needed.
Does no visitation apply to programs?	We are encouraging agencies have visitation guidelines that limit visitation and reduce the risk of exposure. There are some statutory required visitors such as legal guardian, attorney etc..(see stat. 418.305) if they are showing symptoms encourage them to not visit the program based on your concerns. If they are insistent call your licensing coordinator right away.	Please see the 3.20.2020 CW Director Message to providers by following this link.
During this time, can MSP meetings count towards BRS hours? Either towards their total or 2 individual?	N/A	MSP meetings may not be utilized as BRS service hours, however, temporary rules have been drafted by OHA re: the provision of telehealth BRS. Please contact your Program Analyst if additional supports are needed related to BRS service delivery.

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What can we use instead of masks if we aren't able to purchase any?	Unfortunately we have no answer as we are not medical providers. OHA and the CDC are your best sources of information regarding medical based questions relating to COVID-19.	Mask patterns have been developed to sew masks while others have opted to fold cloth to cover their nose/mouth. OHA's FAQs can be found here: https://www.oregon.gov/oha/PH/DISEASESCONDITIONS/DISEASESAZ/Pages/COVID19-FAQ.aspx
The 14 day quarantine recommendation could potentially create an inability to maintain adequate staff to client ratios. What is the recommendations?	Staffing levels required by contract are typically higher than the level required by Licensing rules. Your contract partners may be able to grant an exception to operate with fewer staff. If you need an exception to operate below staffing levels required in Licensing rules, reach out to your assigned Licensing Coordinator. Licensing is working with our internal partners at DHS to identify ways for child caring agencies to quickly acquire qualified personnel to help fill staffing gaps.	State Agencies are working to address the potential for workforce shortages through the identification of alternative staffing options. Guidance on this subject is emerging and will be communicated as background check exceptions and training guidelines are created. Please work with your Program Analyst related to any exception requests on an individualized basis.
How to we receive more PPE (Personal Protective Equipment)?	These requests need to be made through your local county health department. They are coordinating all requests through the a statewide coordination system. We would also encourage you to be creative in reaching out to small manufacturing businesses as we have heard examples of companies starting to use existing equipment to start making PPE. Connect with your local Chamber of Commerce for possible leads. * The following resources were shared during a weekly CCA Provider phone call: info@foodandsupplysource.com, Target, Walgreens and Walmart seem to be getting some orders out faster than Amazon.	
What is the advice on quarantine and if staff are included in the quarantine?	CDC and OHA have the most up to date information and direction on this subject, This is not an area of expertise for Licensing personnel, and Licensing rules do not address quarantines, but Licensing is available to talk through specific situations.	Please consult with your local public health agency or the CDC related to quarantine advice.
We need to know their definition of quarantine and if staff are included? If yes – the staff are included but they are equipped with Personal Protection Equipment (PPE) ?	CDC and OHA have the most up to date information and direction on this subject. This is not an area of expertise for Licensing personnel, and Licensing rules do not address quarantines, but Licensing staff is available to talk through specific situations.	Please consult with your local public health agency or the CDC related to quarantine advice.

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Please send out some guidance on community outings which are required by BRS rules.	N/A	Outings are restricted based on the Governor's Executive Order given 3.23.2020. Please review this order and work with your Program Analyst on any variances needed.
So in our program that does not have a known exposure- are home and day visits still canceled?	Licensing is not prohibiting programs from allowing children and youth to have in-person visits with family and others. However, given the current direction from CDC and OHA to avoid any unnecessary close contact, Licensing encourages agencies to restrict visitation to the extent possible. State law guarantees parents, guardians, attorneys and others (ORS 418.305) the right to visit with children placed at child-caring agencies. If a person insists on in-person visitation that is at variance with an agency's restrictions, please contact your assigned Licensing Coordinator.	Please see the 3.20.2020 CW Director Message to providers by following this link.
Can we provide BRS 1:1 counseling services via telephone?	N/A	OHA has filed a temporary rule on the provision of BRS through telehealth. Until the final determination is made, please work with your Program Analyst on any exceptions needed.
Do we have guidance regarding how long a youth needs to be isolated?	CDC and OHA have the most up to date information and direction on this subject, This is not an area of expertise for Licensing personnel, we would encourage you to follow all medical advice given by the health care professionals.	Please adhere to the advice provided here by licensing
What are the criteria that would necessitate a visit to a physician?	CDC and OHA have the most up to date information and direction on this subject. This is not an area of expertise for Licensing personnel. It is our understanding that medical offices are encouraging the use of calling their advice line. Call in to report symptoms and follow their directions.	Please utilize the nurse advice line to report symptoms and follow the guidance provided by those health professionals
Is it ok for kids to be released from quarantine/isolation if they have 48 hours without a fever?	CDC and OHA have the most up to date information and direction on this subject. This is not an area of expertise for Licensing personnel. We would encourage you to follow all medical advice given by the health care professionals.	Please adhere to the advice provided here by licensing

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Can we do individual sessions telephonically?	N/A	OHA has filed a temporary rule on the provision of BRS through telehealth. Until the final determination is made, please work with your Program Analyst on any exceptions needed.
What are suggestion on bringing youth into Programs safely?	We would encourage you to identify if the youth has had exposure to the COVID-19 or if the youth is experiencing symptoms. Based on the circumstances determine if you have the capacity to admit the youth.	Please work with the Regional RRC at the point of referral to verify whether the child has any symptoms and continue this close review at screening and intake and follow your emergency safety plan.
Do we have the right to refuse youth who are showing symptoms?	N/A	Yes
What can we do when we run out of PPE?	These requests need to be made through your local county health department. They are coordinating all requests through the a statewide coordination system. We would also encourage you to be creative in reaching out to small manufacturing businesses as we have heard examples of companies starting to use existing equipment to start making PPE. Connect with your local Chamber of Commerce for possible leads.	
What if a child we are serving has a presumptive diagnosis for COVID-19?	Follow all directions given to the youth by your physician. Also see OHA and CDC web sites for guidance. Make the necessary notification to DHS Licensing and any other agency the CCA has a contract with per notification the contract requirements.	Please adhere to the advice provided here by licensing
When can a staff come back to work if they have been ill and we are unsure if they have COVID-19?	Follow your agencies policies and procedures regarding dealing with staff illness. DHS Licensing encourages all CCA's to follow OHA and CDC employer guidelines. There are no specific licensing rules regarding when staff can come back to work after they have been ill. The focus should be on ensuring the health and safety of all children in care.	Please adhere to the advice provided here by licensing

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Some hospitals are not allowing another person to accompany the youth, what are the recommendations?	Depending on the needs of the identified youth, if applicable, inform hospital staff the importance of program staff going with youth. If the hospital is still insistent on not allowing anyone else in, document and ensure the youth does not leave the hospital without a discharge summary.	Please adhere to the advice provided here by licensing
We have youth who often demand to go to urgent care or ER for various ailments what should we do now?	We would encourage you to follow all medical advice given by the health care professionals. Reference advice available on the OHA and CDC websites. Most emergency departments or urgent care locations have an advice nurse line you can call. Describe the symptoms, follow their recommendations, and document everything.	Please adhere to the advice provided here by licensing
What if we can't get somebody to stay with youth at the hospital as we are asking our staff to be in a highly risky health situations in that case?	DHS licensing does not have a rule requiring staff to stay at the hospital with youth who are admitted but we do require that all needed information is provided to the hospital to treat the youth. Document everything.	Please work with the child's caseworker (RRC or Program Analyst if the caseworker is unavailable) to ensure immediate communication of the supervision need and provide relevant information to the hospital on the child and their needs before leaving.
I'm having a hard time having staff on duty who are CPR/First Aid Trained	DHS is also suspending the CPR/First Aid training requirements for Child-Caring Agencies due to the close human contact inherent to CPR/First Aid training. Until further notice, DHS is suspending the requirements for CPR/First Aid training identified in rule below. During the suspension of these requirements agencies must still continue to ensure that at least one care-giver trained in CPR/First Aid is available at all times. If your agency is finding it difficult to ensure a CPR/First Aid trained person is available on all shifts, please contact your assigned Licensing Coordinator.	Please adhere to the advice provided here by licensing and connect with your Program Analyst.

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<p>Is there someone we can connect with to advocate for testing for our staff and kids based on our congregate care settings crossed with kids with significant mental health. We are seen as low priority being youth and mostly young staff.</p>	<p>You can share the letter template for Symptomatic Congregate Care Worker (links below) from OHA with your staff. Please refer to memo dated 4/13/2020 fore more details.</p> <p>Memo dated April 13, 2020: COVID-19 Testing Resource for Staff</p> <p>COVID-19 Test Request for Symptomatic Congregate Care Facility Staff: Letter Template to Healthcare Provider</p> <p>According the FAQ on OHA's website clinicians can order commercial tests in their office based on their clinical judgment, they do not need to contact public health. Please work with your personal clinicians regarding OHA's new guidance.</p> <p>OHA's FAQ can be found at: https://www.oregon.gov/oha/PH/DISEASESCONDITIONS/DISEASESAZ/Pages/COVID19-FAQ.aspx.</p> <p>OHA guidance for Healthcare Personnel which included Testing Guidance can be found at: https://www.oregon.gov/oha/PH/DISEASESCONDITIONS/DISEASESAZ/Pages/COVID-19.aspx</p>	<p>Please adhere to the advice provided here by licensing</p>
<p>Do our staff need a form letter to carry around that says their job requires in person work and is exempt from EO?</p>	<p>No. To find more information regarding the enforcement of Governor Browns Executive Order please reference Oregon State Police Emergency Declaration Enforcement FAQ Dated 3/24/2020. https://www.oregon.gov/osp/Docs/Enforcement%20FAQ%20-%20English.pdf</p>	<p>Please adhere to the advice provided here by licensing</p>
<p>If confirmed cases of the virus enter a CCA will we be notified?</p>	<p>A CCA may be contacted about a confirmed COVID-19 case that impacts their business as part of the investigation process from the local public health authority . We are hearing more often individuals are reporting to employers if they have symptoms.</p> <p>You can find more information at OHA's COVID-19 FAQ site: https://www.oregon.gov/oha/PH/DISEASESCONDITIONS/DISEASESAZ/Pages/COVID19-FAQ.aspx</p>	<p>Please adhere to the advice provided here by licensing</p>

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What about new admissions to CCA's?	We encourage you to identify if the youth has had any exposure to COVID-19 or if the youth is experiencing symptoms, or any other factors that may be a risk during this time. Based on the circumstances, determine if you have the capacity (staffing, space to quarantine if needed, ability to conduct all regular admission requirements, etc.) to admit the youth. It's up to the discretion of the CCA to put a pause on admissions or not.	Please adhere to the advice provided here by licensing. You can also contact your Program Analyst for assistance.
Are we able to transition a youth out of the program if they have been exposed to COVID-19?	Programs exiting a youth from a CCA must follow the current OARs. However, due to the concerns around spreading COVID-19 we would encourage programs not transition youth unless in an emergency situation or has been symptom free for . Work with your placement entities on possible alternatives.	Work with your Program Analyst to determine the best approach to maintain safety and wellbeing of all involved. During the COVID-19 pandemic we are being very creative to come up with individual solutions as necessary.
How can we comply with the Governor's social distancing orders if we need to apply an emergency intervention that requires us to go hands on?	We would encourage staff do the least amount of physical intervention possible but understand that is not always possible given a crisis situation. Also make sure you are following required notification in these situations.	Please adhere to the advice provided here by licensing and ensure you are reporting each situation to your Program Analyst
What happens if my staff do not want to attend the required physical demonstration part of our crisis intervention system due to COVID-19 fears?	If the staff is not currently trained in a nationally recognized nonviolent crisis-intervention by the systems requirements, then they are not able to perform a physical restraint as defined by OAR413-215-0076(3)(d).	Other agencies have explored creative solutions to augment training such as using large stuffed animals to practice physical interventions. Please connect with your Program Analyst related to any changes in training approach.
Our local doctors are saying they won't test our youth and staff are reporting the same thing. What can we do?	<p>OHA is advising staff to inform doctors you are part of the "congregate care system". OHA has also explained that those in the congregate care system should be on a prioritized list. If you are still being told no, let your licensing staff and other contracting entities know so we can communicate that to OHA.</p> <p>Memo dated April 13, 2020: COVID-19 Testing Resource for Staff</p> <p>COVID-19 Test Request for Congregate Care Facility Staff: Letter Template to Healthcare Provider</p>	Please let your Program Analyst know if you are still being told youth or staff cannot be tested.

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<p>We are having difficulty with staff getting to work due to public transportation being limited or not running in certain instances. Are there resources for us?</p>	<p>Other Agencies have shared the following resources with us: LYFT Grants can be applied for at https://docs.google.com/forms/d/e/1FAIpQLScUiTfWdML2vVHXxNcsooEPxLYNQ8SMN3q4x8ICY8nszgROXw/viewform.</p> <p>If your agency uses SAIF for your workers compensation insurance they have grants available for things such as transportation, PPE, cleaning supplies and more. That information can be found at https://www.saif.com/employer-guide/coronavirus-and-workers-compensation/coronavirus-worker-safety-fund-information.html.</p>	<p>We are working to identify how we can provide additional funds for providers.</p>
<p>Can prospective adoptive parents participate electronically in Foundations training?</p>	<p>Video, computer-assisted, or distance learning methods using standardized curricula is permitted under our rules.</p>	<p>You can access electronic training, including Foundations training via iLearn Sessions. Instructions and more specific information can be found on our link to: Caregiver Training Virtual Offerings</p>
<p>Our license is set to expire this month will be it be extended?</p>	<p>Due to the state of emergency, traveling is being restricted. Site visits for license renewals are on hold right now and until the COVID-19 pandemic has passed. Per OAR 413-215-0081(2)(c) as long as application for renewal is received, the license will remain effective until the Department issues a decision on the application. Licensing will be issuing a letter to any agency that has a license due to expire during this time. If you are an adoption agency with a license set to expire, please contact your licensing coordinator for further instructions.</p>	<p>N/A</p>
<p>I have been approached to open a new program, is that possible during the COVID-19 crisis?</p>	<p>Yes, Licensing is working with agencies to get new programs licensed, or in some cases old program re-licensed. Please reach out to your existing Licensing Coordinator or Harry Gilmore at Harry.Gilmore@dhsosha.state.or.us to get specific details on what is required for your specific program.</p>	<p>N/A</p>

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Do you have any training resources?	<p>DHS partners can sign up for iLearn and access trainings via that system.</p> <p>Instructions for how to sign up can be found at https://www.oregon.gov/DHS/BUSINESS-SERVICES/DHSTraining/PartnerInstruction_CW_3-2-18.pdf.</p> <p>For more information about iLearn go to https://www.oregon.gov/DHS/BUSINESS-SERVICES/Pages/DHSOHA-ilearn.aspx.</p> <p>Other agencies have shared the following resources:</p> <p>Bruce Perry offering Zoom calls on trauma informed care during COVID-19. https://www.neurosequential.com/covid-19-resources</p> <p>Self guided TBRI course great for foster and adoptive families as well as staff. https://child.tcu.edu/sale/#sthash.1jQ5Yv6d.dpbs</p> <p>Dr. Ablon @ Think:Kids has been doing weekly Facebook Live Q:A event Tuesday's@ 11-11:30 am</p>	<p>You can access electronic training, including Foundations training via iLearn Sessions. Instructions and more specific information can be found on our link to: Caregiver Training Virtual Offerings</p>
How can we sign documents electronically?	<p>If you are using a PDF document follow the instructions found here: https://helpx.adobe.com/reader/using/fill-and-sign.html</p>	<p>Please adhere to the advice provided here by licensing</p>