

#### Missouri Department of Health and Senior Services

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APS 20-07

March 17, 2020

# MEMORANDUM FOR DIVISION OF SENIOR & DISABILITY SERVICES ADULT PROTECTIVE SERVICES STAFF

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From: Kathryn Sharp Sapp, Bureau Chief

Division of Senior and Disability Service

Bureau of Policy & Staff Development

Subject: Coronavirus (COVID-19)

As mentioned in DSDS director Jessica Bax's email message on March 13, 2020, the Department has taken proactive measures to address concerns with COVD-19. For more information about COVID-19 including signs and symptoms, please see the "Novel Coronavirus Fact Sheet" and other resources/links available at www.health.mo.gov/coronavirus/

Besides exercising good hygiene/hand-washing and following recommendations on cleaning and disinfection, staff should also keep healthy by engaging in self-care activities. For ideas and helpful links, staff should review 1705.15: Self-Care.

Per direction from Director Bax, policies and procedures regarding face-to-face contacts, including home visits, for staff in the Section for Adult Protective Services are being temporarily modified to reduce the risk to both staff and individuals served. A significant event indicator has also been added to track COVID-19 involvement.

### **Significant Event Indicator**

Section for Adult Protective Services staff shall ensure that the "Coronavirus" significant event is selected in Case Compass upon intake or when field staff discover Coronavirus related concerns during the course of responding to ANE Class I, II, INV, EDLs. Central Registry Unit shall also select the indicator for IQCs and IDRs when there are Coronavirus related concerns. The indicator cannot be selected in IDRs after routing, so field staff responding to IDRs need to document any concerns about coronavirus in recordings. There does not have to be a positive test to select the "Coronavirus" indicator and reasons to select include:

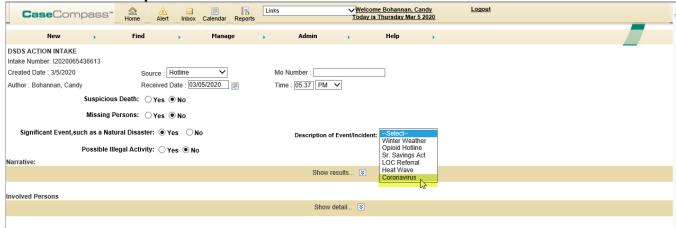
- The reporter, eligible adult or other involved person states they have concern the eligible adult or anyone living in his/her home is ill with coronavirus or been exposed
- The eligible adult or anyone in his/her home has run a fever in the previous 24 hours of the report or during the course of the response to the hotline.
- The eligible adult or anyone in his/her home has had a cough or shortness of breath in the previous 24 hours of the report or during the course of responding to the hotline

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• The eligible adult or anyone in his/her home has traveled to an area with widespread or ongoing spread of Coronavirus, either within the United States or abroad

The "Coronavirus" indicator is located either on the Intake screen or on the Report Summary tab on ANE Class I, II, INV, EDLs. See examples on the next page.

**Intake Screen Example** 



**ANE Report Summary Tab Example** Welcome Bohannan, Candy Today is Thursday Mar 5 2020 Alert Inbox Calendar Reports **Case**Compass™ 201927000027 CASECOMPASS, TESTRA DA Number: Focus: Region: Status: Phelps Type: ANE Role: Reported Adult County: Disposition: Class II Identifier: Zip: Bohannan, Candy Subtype: Assigned To: Received Date: 9/27/2019 Original Report DA Workflow Created On: 9/27/2019 9:47:03 AM Source : Phone DSDS Action: 201927000027 Received: 09/27/2019 Time: 9:42 AM Author: Bohannan, Candy DA Type: Abuse, Neglect and Exploitation DA Subtype: Class II MO Number: Narrative I'm entering my new test narrative and the time was 9:42 am when I started typing the narrative Danger to DSDS Worker: Person Suspicious Death: OYes No Address Missing Persons: O Yes 

No Significant Event, such as a Natural Disaster: 

Yes 
No Possible Illegal Activity: O Yes 

No LOC Referral Opioid Hotline Sr. Savings Act Winter Weather Save

#### **Face-to-Face/Home Visit Procedure**

Beginning immediately, all DSDS staff shall take the following precautions prior to **EVERY** face-to-face contact, including home visits:

1. Call the person you are visiting to determine whether he/she may be experiencing an illness that may preclude a home visit. If the person is in a nursing home, hospital or other facility, staff shall respect and follow the facility's policies on visits/contacts and discuss any concerns with a supervisor.

As a reminder, here are some possible questions to ask to determine whether it is safe to complete a face-to-face contact:

- Have you or anyone in your home been tested for Coronavirus/influenza or tested positive for Coronavirus/influenza?
- Are you or anyone in your home currently ill? If yes have them explain
- How are you currently feeling?
- Have you or anyone in your home had a fever in the last 24 hours?
- Have you or anyone in your home experienced a cough or shortness of breath?
- Have you or anyone in your home been in close contact with someone that has the flu or Coronavirus?
- Have you or anyone in your home traveled to an area with widespread or ongoing spread of Coronavirus, either within the United States or abroad?
- 2. If the person indicates that they or anyone in their home are ill, have had a fever in the last 24 hours, have been exposed to the flu and/or Coronavirus, or have traveled to an area with widespread or ongoing spread of Coronavirus, staff shall talk to their supervisor.
- 3. If appropriate, the supervisor shall waive the face-to-face and discuss what actions need to be taken to make contact with the adult. This may involve a phone call and/or mailing information to the adult.
- 4. Staff shall ensure that the "Coronavirus" significant event is selected in Case Compass as directed above.
- 5. Staff shall ensure that all contacts are documented in Recordings consistent with <u>1706.20</u>: Case <u>Record Documentation</u> policy.

## **NECESSARY ACTION:**

- 1. Review this memorandum with all APS staff
- 2. All questions should be cleared through normal supervisory channels and directed to: Amanda Veltrop at <a href="mailto:APSPolicy@health.mo.gov">APSPolicy@health.mo.gov</a> or by calling 573-526-5391.

KSS/AV