

Playbook Home Visiting “Daily Dilemma” Scenarios

- **Child (EI child/sibling) sits in EI provider’s lap:**
 - Preventative Measures: work with the caregiver to have several engaging activities planned ahead of time for the child to do with the caregiver; have a defined place for the child/caregiver to sit/move during home visits; have a defined space for the provider to move/sit such as at the end of a table; for older children that are able to understand verbal directions explain where the child/caregiver and provider will sit/move
 - In the moment (have the caregiver use a prepared activity to re-direct the child back; provider uses hand sanitizer)
- **Child runs over and hugs the provider:** see above for same strategies
- **Child refuses to stay 6 feet or more away:** work with the caregiver to find a barrier that the provider can stay behind such as a table or other piece of furniture until the child is able to learn the structure of the home visit.
- **Child over 2 won’t wear mask:** practice mask wearing over telehealth and during outside visits; Use dolls/stuffed animals to model mask wearing; follow DPH guidelines for ability to do a home visit
- **Caregiver wears mask under nose:** Explain to caregiver that DPH requires well-fitting masks over the mouth and nose in order to keep our staff and families safe (including the other families that we see on our caseload). Discontinue home visit if caregiver refuses to wear mask properly.
- **Caregiver refuses to wear a mask:** see above
- **Caregiver has the sniffles and/or a cough, but says it is allergies:** leave the home visit and set up a time for the program nurse/director to call and discuss this with the caregiver unless EI provider has prior knowledge of the allergies and this has been identified on the screening as an ongoing issue for the caregiver.
- **Caregiver takes work calls during home visit:** explain to caregiver that we follow a parent-coaching model and that with social distancing measures in place, it is important to have a designated time set aside to meet. Ask if the visit time/day should be changed to a better time. EI provider may need to call out or motion to the caregiver to re-engage them in the visit or the provider would need to leave.
- **Caregiver leaves child in the room with the provider to attend to other household matters:** explain to caregiver that we are not able to stay for the visit if the caregiver leaves the room. This is especially significant due to the need for social distancing measures being in place. Ask if there is a better time of day/day of week for future visits.
EI provider may need to call out or motion to the caregiver to re-engage them in the visit or the provider would need to leave.
- **EI provider arrives and finds additional adults/children at the home:** explain to the provider that we are unable to stay for the visit if unexpected adults/children are in the home that weren’t planned for. Return to the car until the caregiver reports that the other adults/children have left the home. (is it also okay if the unexpected people move to a totally separate part of the house)

- **Additional adults/children arrive at the house during the home visit:** explain to the provider that we are unable to stay for the visit if unexpected adults/children are in the home that weren't planned for. Return to the car until the caregiver reports that the other adults/children have left the home.
- **EI provider arrives to find an alternate caregiver in the home, instead of the intended adult:** If no relationship has been established with this adult regarding safety protocols, leave the visit and contact the caregiver to reschedule if possible and to set expectations for upcoming visits. If this adult has been involved and is aware of the safety standards, step outside the home and complete the safety questionnaire.
- **When EI provider arrives at home, family reports a possible close contact (exposure to COVID-19):** leave the home visit and contact your program director/team leader.
- **The parent is requesting "hands on" from an EI provider to check muscle tone, adjust equipment etc.:** The EI provider should limit being within six feet of the child for less than 15 minutes per day. Hands-on/within six feet should be done with preparation prior to the home visit when possible. A face shield/goggles and hand sanitizer (prior and after contact) and possibly gloves should be used when an EI provider is within six feet of a child. It is recommended to have a change of clothing available in the unforeseen event of contact with bodily fluids.
- **The caregiver asks if EI staff has been vaccinated:** Thom's policy is that we do not disclose any health information about our employees. In order to protect the personal health information of all Thom employees, staff are not encouraged to share their own personal health information including their own personal vaccination status. Clinicians are encouraged to respond to staff vaccination questions with "XX% of staff in the program have been vaccinated, but we cannot share the vaccination status of specific staff persons."

******Let families know that the provider may need to leave the home visit if safety protocols are not followed. If a family repeatedly has difficulty following expectations for visits, then home visiting pilot will be discontinued and telehealth will resume. Discuss with team leader/director if these repeat issues arise.