

Family Integrity Program
Emergency Action Plan
04/2020

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A. INTRODUCTION:

The following Emergency Action Plan is to be used in conjunction with the *St. Johns County Comprehensive Emergency Management Plan* (2016). The Family Integrity Program (FIP) office, located at 200 San Sebastian View, is a division of the St. Johns County Health and Human Services (HHS) Department, serving the citizens of St. Johns County under the supervision of the St. Johns County Board of County Commissioners (BOCC) and the Department of Children and Families (DCF, the Department). FIP conducts daily business operations per the DCF Contract and in accordance with the St. Johns County government operational schedule for the HHS Department. Stoppage of operations at the program office, due to emergency circumstances, shall only occur at the direction of the Director of Facilities Maintenance, Emergency Management Services, or, at the direction of the St. Johns County BOCC or County Administration.

Unexpected events are not necessarily unanticipated events, nor should any event be ill prepared for. In an 'event' situation, the Family Integrity Program aligns its administrative, business, and staffing decisions to those of the St. Johns County BOCC and County Administration. FIP follows procedures outlined in the *St. Johns County Comprehensive Emergency Management Plan* (2016), which may be found at the following link: <https://www.sjcemergencymanagement.com/cemp.html>. The *Plan* shows the county's disaster preparation plans for all emergencies that may affect public safety or the county's ability to serve the citizens. The *Plan* is expansive and is updated year to year to improve and more efficiently serve the citizens.

FIP's contracted child welfare responsibilities continue under the supervision of the HHS Department in an 'event' situation. All emergency plans made by the Family Integrity Program shall be communicated to County Administration via the HHS Director or their designee. Decisions that directly effect FIP's service delivery are to be made in conjunction with respective County Administration staff. FIP, by service delivery model design, is always conscious of the effects of trauma on any family.

Implementation of services in crisis situations, to families in any locale, can be done through the extensive network of Florida Community Based Care providers and Lead Agencies. Out of state, through the ICPC process or with the assistance of Law Enforcement, families can be located and/or matched with services until the crisis is resolved. County governments, along with assistance immediately provided by FEMA and the Salvation Army, are responsible for finding housing and emergency services for displaced families. By contacting the FIP emergency on-call phone number, their local Community Based Care, or their local Emergency Operations Center (904-824-5550), any family will be directed to available services in their area.

Family Integrity Program expects that Licensed Foster Families will bring placed children with them to their pre-arranged and identified evacuation site. In the event of an emergency or evacuation, Foster Parents and Relative/Non-relative Caregivers have been instructed to make all efforts to be available by their pre-identified contact information on file. All caregivers of children under the supervision of the Family Integrity Program, including children with biological parents, have been instructed that the children in their care are under the jurisdiction of St. Johns County and the Department of Children and Families, and thusly must maintain contact with FIP if displaced or are in need of services.

Post event debriefing meetings will be held as required by DCF, the BOCC, and the Division of Emergency Management to identify needs and make adjustments to plans. Family Integrity will debrief staff and also identify strengths and needs, making changes where necessary to best serve our clients.

Due to the recent Corona Virus COVID-19 Pandemic, the Emergency Action Plan has been updated to include a section addressing how children and families served by the agency are safe while ensuring staff remain safe and healthy during a public health crisis. Specific guidance may vary depending on the type of health crisis and therefore may change based on guidance by the CDC, Florida Department of Health and any Executive Orders issued by the Governor of the State of Florida or local ordinances enacted by the St. Johns County Board of County Commissioners.

B. ANNUAL PREPAREDNESS:

Goals:

- By June 1st of each year, the updated Family Integrity Program Emergency Call Tree will be distributed to Staff, Supervisors, and Administration (per request).
- By June 1st of each year, Evacuation Plan information (including alternate contact information) for all caregivers, IL youth, Prevention/Diversion clients, and the FIP Call Tree, will have been updated and documented (in files and on FSN) in preparation for the ensuing hurricane season. Staff are expected to maintain hard copies with them in the event they are unable to access the office or FSN.
- By June 30th of each year, the Family Integrity Program will have provided annual Hurricane and Disaster Preparedness training to its entire staff.

Tasks:

1) Family Integrity Program Manager:

- Provide the Department the annual Family Integrity Program Emergency Action Plan, upon request.
- Be readily available to conduct business with the Department, the HHS Director, and County Administration.
- Be readily available to Case Management Supervisors.
- Contact surrounding county Community Based Care agencies and reaffirm community partnerships exist so that effected agencies may continue operations utilizing the resources of neighboring Community Based Care's (CBC's). This is to include:
 - a) Assistance to FIP in identifying local providers to serve displaced St. Johns County clients, citizens and staff for mental health and behavioral health services, and emergency relief.
 - b) Assistance to FIP by sharing information and communication networks for access to FSN and other services for FIP to continue case management duties until resumption in St. Johns County.

2) Family Integrity Administrative Professional:

- In the Month of May, with the help of the Disaster Preparedness Training Coordinator, check emergency supplies, and if necessary, order plastic sheeting (roll, and large (55gallon), heavy weight (at least .95 mil) trash bags (100) if necessary.
- At the May all staff meeting, request that staff review and make changes to their contact information on the *Call Tree* (as it is passed around).
- Send completed *Call Tree* to the Supervisors, Program Manager and HHS Director by June 1.
- Schedule the June all-staff meeting to include FIP Hurricane and Disaster Preparedness training by the Disaster Preparedness Training Coordinator.
- Document attendees of the mandatory Disaster Preparedness Training, and ensure that all who could not attend are given a make-up opportunity.
- Ensure that mandatory Disaster Preparedness Training is scheduled to occur no later than June 30. Make-up training shall not occur later than July 31st.
- Prior to an office closure, Administrative Professional shall verify arrangements are in place that would allow for the Program Office phone number (904-209-6080) to be forwarded to the emergency on-call number (904-599-3891).

3) Disaster Preparedness Training Coordinator:

- Coordinate and execute one emergency exercise a year.
- The HHS Director, or designee, serves as the liaison for the Family Integrity Program at the Emergency Operations Center during an event.
- Announce in May all-staff, that Emergency Evacuation Information will be expected to be gathered, entered onto the *Emergency Evacuation Plan*, filed, and entered into FSFN by June 1st.
- Present annual Hurricane and Disaster Preparedness Training.
- Training should include:
 - 1) Review of and copy of the *St. Johns County Hurricane Preparedness Guide*, found on <http://www.sjcemergencymanagement.org/> , provided to staff.
 - 2) Review of and copy of, the *Family Integrity Program Emergency Action Plan* provided to staff.
 - 3) Encourage staff to prepare their own family evacuation plan, emergency preparedness kit, and to gather important documents.
 - 4) Staff are encouraged to request their clients to do the same (above).
 - 5) Provide instructions on the proper preparation of office equipment and files.
- Trainer will request that Supervisors provide a completed checklist for all cases in their unit where the *Emergency Evacuation Plans* (including alternate contact information) is in the physical file and entered into FSFN by June 1st.

4) Case Management, Independent Living, Licensing/GAP, and Prevention/Diversion Supervisors:

- Ensure that all *Emergency Evacuation Plans* (with alternate contact information) are located in every Case File and entered into FSFN by June 1st.

- Provide a completed checklist of all plans to the Disaster Preparedness Training Coordinator and Program Manager.
- Ensure every caregiver is given the FIP on-call phone number, 904-599-3891.

5) Dependency Case Management, Licensing/GAP, and Prevention Staff:

- Provide updated Contact information for the *Call Tree*.
- Complete *Emergency Evacuation Plan* for each caregiver serving dependent children.
- Document evacuation locations and contact information in FSFN and file the *Emergency Evacuation Plan* in the Case File by June 1st.
- Maintain a hard copy of every Emergency Evacuation Plan for every client in the event that FSFN or the HHS building become inaccessible due to the event.
- Provide caregivers the FIP on-call phone number, 904-599-3891, and encourage them to call it should they need services or evacuate.
- Always ensure that all files are in good order and are stored in the locking filing system at all times.
- Always ensure that plastic sheeting or a garbage bags are available to cover computer equipment and files.

C. BEFORE FOR AN (EXPECTED) EVENT:

Goals:

- Conduct an emergency all-staff meeting.
- Prepare to secure filing systems.
- Document contact with clients and their evacuation plan (if necessary).
- Prepare to secure equipment.

Tasks:

1) Family Integrity Program Manager:

- Inform HHS Director and DCF Administrators about preparations being underway.
- Be readily accessible to communicate with HHS Director, DCF staff and Administrators.
- Ensure that staff are encouraged to take care of their own family first and remind them of their need to ensure their own safety in performing any job duties or preparedness tasks, in increasingly dangerous conditions.

2) Family Integrity Administrative Professional:

- Communicate with the Program Manager to schedule an ‘Emergency All-Staff’ meeting as soon as is feasible.
- Contact staff via e-mails, and by phone (if necessary), regarding mandatory attendance.
- Distribute the completed ‘Call Tree’ to all staff at the all-staff meeting.

3) Disaster Preparedness Training Coordinator:

Conduct All-Staff Meeting with Program Manager:

- Provide summary of the 'Situation Report' (from St. Johns County Emergency Management).
- Instruct employees to close all computer programs and to save files into 'My Documents' for daily county server back-up, before possible business closure.
- Instruct employees to be ready to cover computers (CPU's), monitors, and other computer equipment with provided heavy-weight, 55gal., trash bags.
- Encourage employees to ensure that they have made preparations for their personal property, homes, and families.

4) Case Management, Independent Living, Licensing/GAP, and Prevention/Diversion Supervisors:

- Instruct Employees to ensure that files are complete and all stored no lower than the second shelf of the locking filing system in the cubicle room.
- Instruct employees to make contact with all caregivers (and document in FSFN, if available) that they have been made aware that the agency has started preparations for an expected 'event', and that they should do the same.

5) Dependency Case Management, Licensing/GAP, and Prevention Staff:

- Store the Call Tree in a safe place so that they may remain in contact with supervisory team in the event of closure.
- Ensure that files are complete and all stored in the file room.
- Ensure that important documents are stored in the 'My Documents' file for daily back-up.
- Make contact with all caregivers (and document in FSFN immediately or in unavailable as soon as it becomes available) that they have been made aware that the agency has started preparations for an expected 'event', and that they should do the same. The *Evacuation Plan* should be on-file and the information already uploaded into FSFN.
- Take hard copies of all Emergency Evacuation Plans for every client with you upon exiting the building
- Ensure that clients have the FIP Emergency on-call number (904-599-3891) to contact if they should: travel out of state, travel out of county, or be in need of assistance in any way before or after an event.
- Ensure that they have FIP business phone, computer and charger at the ready.
- Ensure that they have made preparations for their own personal property, homes, and family safety.
- Ensure that heavy weight, 55 gal., trash bag is available to cover equipment in case of closure.

D. IN AN EVENT:

Goals:

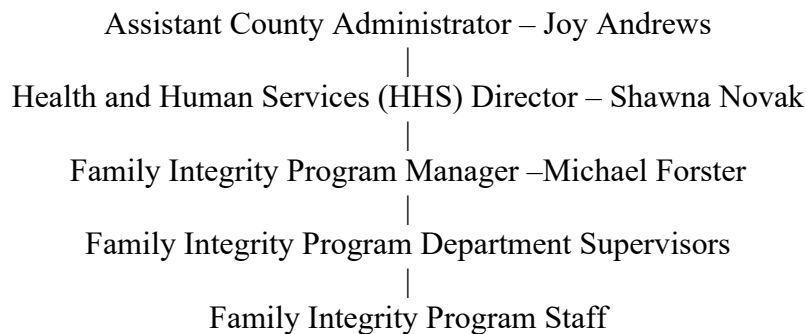
- Remain Safe.
- Continue operations and serve clients in as best, and safe, a capacity as possible in a given situation.
- Communicate externally with Local, State, and Federal Administration and Emergency Management staff.
- Communicate effectively internally through the Call Tree procedure.

Tasks are broken down into (1) Administrative and County Operations and (2) Contractual Operations.

1) Administrative and County Operations:

A properly executed chain-of-command is paramount to orderly and efficient reporting throughout the agency. In preparation for seasonal and unanticipated events, the Family Integrity Program will update the official Emergency Call Tree for all staff servicing our clients, by June 1st of each year. The Family Integrity Program Emergency Call Tree (non-specific) is as follows:

CALL TREE:



- Every employee is to seek guidance from, and direct questions to, their immediate supervisor (above them) regarding office closures or site relocation.
- St. Johns County Emergency Management will dictate the level of staffing at the Emergency Operations Center, and make recommendations for closures, due to dangerous conditions, to Administration.
- Supervisors are to make contact attempts to employees so that needs may be assessed for their own safety and stability as well as their ability to return to work.

Tasks:

1) Family Integrity Program Manager:

- Take the lead in delivering information to the Family Integrity Program staff.
- Make attempts to be available to communicate with County or department administration and staff.
- FIP Emergency Support Function (ESF) liaison to the EOC:

The HHS Director serves as the FIP liaison at the EOC however, may designate a staff member who, in an emergency, may be available to staff the Emergency Operations Center (EOC) depending on staffing decisions made by the EOC based on level of Monitoring and level of disaster.

2) FIP Case Management Supervisors

Contact staff:

- Remain diligent in protecting their own family and home.
- Document the physical location of and condition of home.
- Identify needs of their immediate family that take precedence over work duties.
- Staff needs with Program Manager and assist in meeting needs.
- Document ability to return to work when operations resume.

3) All FIP Employees:

If not already done so in anticipation of office closure:

- Turn off computer systems, unplug the components, put them on the desktop, and cover with heavy weight, 55 gal., trash bag as instructed from Disaster Preparedness training.
- Ensure that all files are in the filing system to be locked by the Administrative Professional.
- Be prepared to communicate with supervisory staff while away from the office and ensure that they have FIP business phone, computer and charger at the ready.
- Ensure that they have made preparations for their own personal property, homes, and family safety.
- Attempt to follow Situation reports from the EOC regarding conditions in St. Johns County.

2) Contractual Operations:

Due to the Family Integrity Program being a contracted Lead Agency (through the Department of Children and Families for child welfare services in St. Johns County, Programmatic responsibilities to clients and the Department will continue during, and after an event.

Tasks:

1) Family Integrity Program Manager:

- Maintain contact with the department for all child-welfare needs.
- Be readily available for scheduled phone conferences with the department.
- Direct calls received from the HHS Director from the EOC ESF to case management supervisors, DCF Investigations, or to law enforcement.
- E-mail all communication of Pre Event Survey to:

NE Regional Director: Eddie Encarnacion - Eddie.Encarnacion@myflfamilies.com

Contract Manager Supervisor: James Taylor– James.Taylor@myflfamilies.com

Regional Planner/Emergency Coordinator: Janet Romero - janet.romero@myflfamilies.com

CBC Contract Manager: Raechel Meeks – Rmeeks@sjcfl.us

2) FIP Emergency Support Function (ESF) liaison to the EOC:

- If assigned by the HHS Director, be available to staff the Emergency Operations Center (EOC) depending on staffing decisions made by EOC based on level of Monitoring and level of disaster

3) Case Management, Independent Living, Licensing/GAP, and Prevention/Diversion Supervisors:

- To the best of their ability, maintain active cell phone communications with Program Manager.
- Attempt to document the location of staff, and their planned timeframe to return to the St. Augustine area (if evacuated).
- If able to, document client contacts in FSN.

4) Dependency Case Management, Licensing/GAP, and Prevention Staff:

- Remain diligent in protecting their own family and home.
- To the best of their ability, maintain active cell phone/email communications with their immediate Supervisor.
- Document and report any phone contact with clients to an immediate supervisor, in as timely a manner as is safe, considering the relevancy of the information. Enter documentation into FSN if available.

E. AFTER AN EVENT:

Goals:

- Assess initial impact to facility and service delivery capabilities.
- Assess staff and client safety.
- Continue operations accordingly.
- Locate and serve clients in as best, and safe, a capacity as possible in a given situation.

- Communicate externally with Local, State, and Federal Administration and Emergency Management staff.
- Communicate effectively internally through the Call Tree procedure.

Tasks are broken down into (1) Administrative and County Operations and (2) Contractual Operations, and 3) Continuity of Operations Plan.

1) Administrative and County Operations:

Through the use of the Call Tree:

- Every employee is to seek guidance from, and direct questions to, their immediate supervisor (above them) regarding office closures or site relocation.
- Supervisors are to make contact attempts to employees so that needs may be assessed for their own safety and stability as well as their ability to return to work.

Tasks:

1) Family Integrity Program Manager:

- Take the lead in delivering information to the Family Integrity Program staff.
- Make operational decisions based on information received through staff, county EOC, County Administration, and DCF.
- Assess the scope of work that can safely be managed by available staff, and the condition of the facility (through county DEM or County Facilities Maintenance Department).
- Prioritize child welfare responsibilities.
- Staff delivery limitations with HHS Director, County Administration and DCF.
- If necessary, notify HHS Director to make contact with other CBC CEO's in the Region to utilize their agency for the use of information and communication networks for access to FSN and other services until resumption in St. Johns County.
- Work with County Emergency Management and County Administration to identify a timeline and (alternate) site for operations to resume
- Communicate directives for administrative and child welfare service delivery (and limitations accepted) to supervisory staff.

2) FIP Emergency Support Function (ESF) liaison to the EOC (if designated by HHS Director):

- Provide information to Program Manager and supervisors about conditions.
- Provide information about relief efforts, cash assistance, building supplies, and housing assistance to the Program Manager.

3) Case Management, Independent Living, Licensing/GAP, and Prevention/Diversion Supervisors:

- Document their own physical location and condition of their home.
- Identify needs of their immediate family that take precedence over work duties.
- Staff their own needs with Program Manager.

Contact Staff:

- Assess staff for capacity to take on child welfare responsibilities in addition to the enhanced needs their own family may be experiencing; report any concerns to the Program Manager.
- Document ability of staff to return to work when operations resume.
- Report duty expectations to staff- Essential position
- Report for duty on time and at the location provided by Program Manager.

4) All FIP Employees:

- Ensure their own family's safety and stability
- Follow Situation reports from the EOC regarding conditions in St. Johns County.
- Maintain contact with Supervisor
- Complete duties requested in as safe and timely manner as warrants given the task and conditions on the ground.
- When facility reopens, report for duty on time and at the location provided by the Supervisor.

2) Contractual Operations:

1) Family Integrity Program Manager:

- Maintain contact with the department for all child-welfare needs.
- Be readily available for scheduled phone conferences with the department.
- E-mail all communication of Post-Event Survey to:

NE Regional Director: Eddie Encarnacion - Eddie.Encarnacion@myflfamilies.com

Contract Manager Supervisor: James Taylor – James.Taylor@myflfamilies.com

Regional Planner/Emergency Coordinator: Janet Romero - janet.romero@myflfamilies.com

CBC Contract Manager: Raechel Meeks – Rmeeks@sjcfl.us

- If necessary and through the HHS Director/CEO contact surrounding CBC's for assistance with services or logistics related to completing child welfare duties.
- Be ready to de-brief with DCF regarding service delivery and status of clients served through lead agency.

2) FIP Emergency Support Function (ESF) liaison to the EOC:

- HHS Director or designee will provide information and updates to Program Manager regarding conditions in the county (through phone contact and EOC Condition Reports)
- Direct calls that come into the center, that relate to FIP clients, to the FIP Program Manager or Supervisors.
- Identify relief sites and relay information to the Program Manager and supervisors.

3) Case Management Supervisors, Independent Living, Licensing/GAP, and Prevention/Diversion Supervisors:

- When asked to do so by the Program Manager, direct available employees to contact clients using available means, or inform Program Manager that another employee must be identified to take the lead in contacting those clients.
- Provide information related to their client's whereabouts and immediate or emergency needs to Program Manager.
- Work with Program Manager to identify service sites, and local services for local and displaced clients in need.
- Assign new cases to available workers.

4) Dependency Case Management, Licensing/GAP, and Prevention Staff:

- Make attempts to contact clients as directed by Supervisor.
- Document needs of clients.
- Document contact with clients in FSFN or provide reports to supervisors to be entered.
- Work with supervisor, Program Manager, and providers to meet needs local and displaced clients.
- Be prepared to accept new clients from out of county, or through ICPC requests or DCF Investigations.

3) **Continuity of Operations Plan (COOP):**

Closure of the program office due to a localized incident should not significantly impact resumption of operations. Should the building become unusable due to a major event, the Family Integrity Program, St. Johns County Administration, the Board of County Commissioners (BOCC), and the Division of Emergency Management have made arrangements for the continuance of operations as per the *St. Johns County Continuity of Operations* on file with the Division of Emergency Management. Logistical Staging areas in St. Johns County for the distribution of aid are identified in the *St. Johns County Comprehensive Emergency Management Plan* (2016). The FIP Program Manager shall be notified of site status by County Administration. Should there be plans to continue operations through another service site, it is the responsibility of the Program Manager to notify supervisors and the Department of arrangements.

Depending on the circumstances surrounding the event, the HHS Director/CEO may choose to collaborate with a neighboring CBC's for assistance, such as: the Community Partnership for Children (Volusia, Putnam, and Flagler), Family Support Services of Jacksonville (Duval/Nassau), or Kids First of Florida (Clay). As long as there is service in their area, all case managers and supervisors have access to e-mail, text messaging, and telephone capabilities through their mobile devices.

F. **Pandemic Home Visit Policy**

Upon issuance of an Executive Order by the Governor of the State of Florida related to a public health crisis, it is the policy of the Family Integrity Program (FIP) to ensure that all staff remain

safe and healthy during any health crisis while ensuring the children and families served by the agency are safe. Depending on the type of public health crisis, the following procedure shall be adhered to while the state remains under an executive order. Please note that this procedure is subject to change based on the type of public health crisis, guidance by the CDC and Florida Department of Health, Executive Orders from the Office of the Governor or local ordinances or policies enacted by the St. Johns County Board of County Commissioners or County Administration.

High-risk cases that fall into the categories below should be prioritized for face-to-face home visits. Case Managers should assess their caseloads for cases that fall into the below criteria and staff should administer any health screening tool's provided by the CDC or Florida Department of Health to assist in determining cases that may not require face to face contact. Screening tool questions will vary based on the type of public health crisis.

Criteria is as follows:

- Cases with an open active present danger safety plan.
- Cases where children were placed in-home on an in-home safety plan within the last 90 days.
- Cases with children 0-5 with a verified physical injury within the last 6 months and they are with the alleged perpetrator.
- Households with more than 3 children under the age of 5 (in-home cases only).
- Households with children with development disabilities and special needs (in-home cases).
- Significant diagnosis of mental health disorder for child or parent.
- Households with 3 or more verified or not substantiated priors in the past year.
- Households with multiple baker acts, parent or child.
- Households with history of DV within the past 6 months.
- Cases with verified substance abuse where a parent/caregiver continues to test positive for un-prescribed substances or are avoiding drug screens.
- Households with sexual abuse allegations where the victim is placed with a non-offending parent and the alleged perpetrator has access to the victim (i.e. not incarcerated).

Social distancing should be utilized during face-to-face home visits to reduce the likelihood of transmitting any virus/disease. This can be accomplished by meeting with the clients outside with at least six feet of distance in between. Personal Protection Equipment (PPE) should be used during home visits.

For high risk cases that the Case Manager attempts to conduct a home visit, if the parent/caregiver is not allowing the Case Manager into the home, the Case Manager should do a well-child check with the police as a last resort as an attempt to lay eyes on the child and ensure safety. In addition, these cases shall continue to have unannounced home visits based on the level of risk to the children.

If a case manager feels that a face-to-face visit is not warranted, or that there is a potential for exposure for virus/disease deemed public health crisis, they should staff the case with their Program Manager or designee to waive the need for a face-to-face. The Case Manager must document the alternative method of contacts with the family to ensure child safety (i.e., Skype, FaceTime, or another video teleconferencing platform) in FSFN using the guidance below. Please note: Facebook Live, Twitch, TikTok, and other similar public-facing video communication applications shall not be used due to confidentiality .

Dependency Case Manager Supervisors or their designee must submit a report on a bi-weekly basis to the Program Manager with the date the contacts are being made and by what method.

Children in Specialized Placements

Children placed in licensed Residential Group Care facilities, SIPP Placements, DJJ Placements, Shelters (of any type), Medical Foster Care, APD, Specialized Therapeutic Group Care (STGC), and Specialized Therapeutic Foster Care are not exempt from face to face visits. The Case Manager and Supervisor must assess these visits using the same criteria above. If it is deemed appropriate to complete a videoconferencing visit, the Case Manager must document the alternative method of contacts with the family to ensure child safety (i.e., Skype, FaceTime, or another video teleconferencing platform) in FSFN using the guidance below.

Documenting Videoconferencing Visits

For cases where a face-to-face visit is not warranted or there are public health crisis virus/disease concerns in the home, the Case Manager should conduct a face-to-face visit via a teleconferencing application, if possible. The Case Manager should document the virus/disease concerns, the information provided to the family, and the method of communication with the family in FSFN as outlined below. This guidance is specific to virtual home visits, and does not apply to telephone calls.

To conduct a virtual home visit the Case Manager can use video teleconferencing applications such Skype, FaceTime, and WhatsApp. Please note: Facebook Live, Twitch, TikTok, and other similar public-facing video communication applications shall not be used due to confidentiality.

All virtual home visits need to be entered into FSFN as a case note using the following steps:

1. Create: Case Note
2. Enter: contact begin date and time
3. Category: Case
4. Type: Home visit- Child's current residence
5. Narrative: Type in the narrative of the email. This needs to be descriptive and clear and **MUST** include in the first sentence the following: "This face-to-face home visit was completed using a virtual platform."
6. Attempt to speak to the children alone if they are age appropriate or document the if the child is not age appropriate.
7. Click: on participants

- a. Add face-to-face contacts
 - b. Enter Completed for every child you were able to see and speak to through the virtual home visit.
 - c. DO NOT MARK COMPLETED IF THE CHILD WAS NOT AWAKE AND YOU DID NOT SPEAK TO THE CHILD OR OBSERVE THE CHILD MAKING AGE APPROPRIATE NOISES/MOVEMENTS ON THE VIRTUAL HOME VISIT.
8. Enter: contact end date and time
9. Save: note

All traditional in-home face-to-face visits are to be entered into FSFN as usual