Conducting Child Care Program Visits During the COVID-19 Recovery: Tips for CCR&R Staff

CCR&R staff play a key role in supporting caregivers in child care programs during the response and recovery phases. In-person visits have traditionally been an essential aspect of providing support services to child care providers, yet during the COVID-19 recovery phase these visits have likely been suspended in an effort to ensure the protection of children, caregivers, families, and CCR&R staff. Organizations that offer in-person support visits should consult with the local and state health departments before reintroducing this service.

Virtual Visits

- For the foreseeable future, virtual visits may be the best option because conducting on-site visits before the virus is contained could expedite the spread of illness.
- Effective strategies for virtual visits could include:
  - Video conferencing (Zoom, Skype, FaceTime, etc.)
  - Communities of Practice small group discussions
  - Text messaging
  - E-mail communication
  - Phone calls

Preparing for an On-site Visit

When it has been determined that in-person visits can be safely conducted, keep the following tips in mind:

- Prior to the visit, consider which parts of the visit must be conducted in-person and which parts of the visit can be done virtually to shorten visits or eliminate the need for an in-person visit. Consider if a no contact ‘drop and go’ strategy can be used to deliver needed supplies.
- CCR&R staff members should conduct a personal health screening prior to making an in-person visit. Include these questions for assessment:
  1. Do I have a fever (100.4° F or above), shortness of breath, cough, or a sore throat? If so, do not visit the child care program and contact your primary health provider.
  2. Have I had contact with anyone who has known or possible exposure to the COVID-19 in the last 14 days? If so, do not visit the child care program.
  3. Have you or anyone in your household been recently confirmed (or presumptive positive) with COVID-19? If so, do not visit the child care program.
  4. Are you on home quarantine due to possible contact with someone with possible or confirmed COVID-19 or due to travel? If so, do not visit the child care program.
- Plan to limit number of CCR&R staff members who conduct each visit.
On-site Considerations for CCR&R Staff

- Equip CCR&R staff with PPE, such as washable face coverings (provide at least two per staff, if possible). If staff will have hands on contact with children or contaminated surfaces, provide them with disposable gloves.
- Provide a supply of alcohol-based sanitizer/wipes
- Encourage staff to:
  - Comply with required screening procedures at the child care site
  - Wash hands for at least 20 seconds with warm, soapy water before and after the visit.
  - Use their own writing tools and limit the amount of paperwork that they bring into the program
  - Leave as many personal items in vehicles as possible.
  - Practice effective social distancing by positioning themselves at least 6 ft. from others, if possible

Be Prepared to Discuss

While the primary purpose of on-site visits may not be related to COVID-19, CCR&R staff should be prepared to offer support on a variety of topics during this difficult period, including:

- Changes in child behaviors (clingingness, regression, aggression, hyperactivity, sadness)
- Restoring routines for children
- Mental health resources for children, parents, and caregivers
- Supply needs
- Reinforcement of routine infection control measures
- COVID-19 financial benefits/resources available
- Emergency plan updates — reflection on what went well; what didn't go well

Following The Visit/Other Considerations

- Encourage CCR&R staff to properly remove and clean face coverings and dispose of gloves (if used).
- Thoroughly clean phones, keys, personal equipment, as well as vehicles following the visit.
- Keep records of locations where on-site visits were made (including details of staff/classrooms visited).