



March 16, 2020

Dear Providers,

As State and Local responses to the COVID-19 outbreak continues to alter and in light of the decision yesterday to close schools through March 27th, the stress and challenges for the families we serve is increasing.

These families need our collective support to deal with these challenges more than ever. As a department we have prioritized the following three mission critical actions:

- Responding to and assessing safety on allegations of abuse and neglect
- Completing child and caregiver contacts including court hearing preparation and participation
- Facilitating parenting time between children and their parents

As a provider for transportation, parent aide/supervised visitation services we want to take this opportunity to remind you that services are still being provided, and being proactive is a best practice. As such, we are asking you to take the precautions by wiping down your vehicles between transports and visits and ensuring that all toys, game controllers or commonly used items are sanitized frequently. There are several ways to prepare your vehicle to be especially clean and safe during the outbreak. Most common EPA-registered household disinfectants will work. Here is an approved [list of effective cleaners](#) (attached), but be sure to read the labels to make sure the cleaner is safe to use on the different surfaces. It is recommend keeping a tube of disinfectant wipes in the vehicle as an easy and effective preventive measure and disinfect the vehicle between each transport.

The CDC has [recommendations](#) for homemade bleach and alcohol solutions given that many brand-name disinfectants have been in short supply. To learn how to protect yourself and your vehicle, please view the CDC website: https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavir us%2F2019-ncov%2Fabout%2Fprevention.html

Based on the recommendations of DHS and the CDC, we are continuing to engage with families in home. We are asking that if staff are symptomatic that they remain home until they are symptom free for 72 hours without the aid of medication. If there are questions please let us know. Otherwise, we thank you for the support to fulfill the mission of Engaging children and families to ensure safety and achieve permanency.

Barbara Corella
Chief Procurement Officer