

WSC ADVISORY #2020-009
COVID-19 AND CONSUMER CONTACT REQUIREMENTS

MANDATORY ACTION

EFFECTIVE DATE: MARCH 13, 2020

On March 1, 2020, Governor DeSantis issued Executive Order 20-51, declaring a Public Health Emergency and establishing Florida's Response Protocol for Coronavirus Disease 2019 (COVID-19). This advisory informs Waiver Support Coordinators (WSCs) and Consumer-Directed Care Plus (CDC+) Consultants of responsibilities to ensure the health, safety, and welfare of APD consumers.

WSCs and CDC+ Consultants are required to have regular contacts with consumers pursuant to the iBudget Waiver Handbook incorporated by reference into Rule 59G-13.070, FAC. The frequency of contacts has not changed. **However, in an effort to prevent the possible spread of COVID-19, WSCS must replace face-to-face contacts with telephone contacts or use of video conferencing such as FaceTime, Skype, or video chats until April 30, 2020.**

It remains critical for WSCs and CDC+ Consultants to stay vigilant in monitoring that the consumers on their caseload are having their needs met and immediately following up on any unmet needs. WSCs and CDC+ Consultants should take care to assess risks and ensure back-up plans are in place for consumers. As always, the WSC or CDC+ Consultant must notify the APD Regional Office immediately if there are unmet needs that cannot be resolved.

WSCs and CDC+ Consultants should begin reaching out to families and legal representatives of consumers in group homes or supported living arrangements to discuss the viability of the person recuperating in the family home should there be a confirmed diagnosis of COVID-19.

As always, WSCs and CDC+ Consultants must document all contacts in case notes.

Additional guidance will be forthcoming regarding Waiver Eligibility Worksheets and Support Plan due dates that occur prior to April 30, 2020. Please stay tuned for further guidance. WSCs and CDC+ Consultants who have questions may contact the APD Regional Office for assistance. Also, please visit the APD website for updates at www.apdcares.org.