

## Coronavirus Disease 2019 (COVID-19) General Guidance for WVDHHR Programs Serving Families March 2020

This communication is intended to provide general guidance across West Virginia Department of Health and Human Resources (DHHR) programs serving families, including programs that involve person-to-person client contact. Programs should follow local policies and procedures; adhere to directives from the Governor's Office and DHHR as changes may occur quickly; and monitor the DHHR website for updates related to the COVID-19 pandemic at [www.coronavirus.wv.gov](http://www.coronavirus.wv.gov).

### RESOURCES DURING THE COVID-19 PANDEMIC

#### World Health Organization (WHO)

- Home Care Worker Guidance  
<https://files.constantcontact.com/40ed01d1501/b474f799-a5ed-4b08-b828-c59277044325.pdf>

#### Centers for Disease Control and Prevention (CDC)

- Facts About COVID-19  
<https://www.cdc.gov/coronavirus/2019-ncov/about/share-facts-h.pdf>
- Frequently Asked Questions and Answers  
<https://www.cdc.gov/coronavirus/2019-ncov/faq.html>
- Environmental Cleaning and Disinfection Recommendations  
<https://www.cdc.gov/coronavirus/2019-ncov/community/home/cleaning-disinfection.html>
- Checklist for Individuals and Families  
<https://www.cdc.gov/coronavirus/2019-ncov/community/home/checklist-household-ready.html>
- Interim Guidance for Healthcare Professionals  
<https://www.cdc.gov/coronavirus/2019-ncov/hcp/index.html>
- Interim Guidance for Businesses and Employers  
<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>
- Information on COVID-19 and Pregnant Women and Children  
[https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/pregnant-women-and-children.html?CDC\\_AA\\_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fspecific-groups%2Fpregnant-women.html](https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/pregnant-women-and-children.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fspecific-groups%2Fpregnant-women.html)
- Printable Resources  
<https://www.cdc.gov/coronavirus/2019-ncov/communication/factsheets.html>

### PROGRAM MANAGEMENT DURING THE COVID-19 PANDEMIC

#### Direction for Program Staff and Clients:

- All abuse/neglect (child or adult) investigations and subsequent interventions must continue to adhere to DHHR policies and applicable judicial order(s).
- Childcare centers will remain open for business; staff should follow the guidance, policies and procedures of their home agency and regularly consult their supervisors for additional advice on a case-by-case basis.
- To keep families connected with services while managing community risks, consider phone calls and/or virtual meetings rather than in-person meetings when possible and appropriate.
- Reschedule nonessential visits in cases where the client or anyone in the household or the program staff shows signs of illness, including but not limited to fever, cough, and/or shortness of breath.

If visits are cancelled, contact families on a recurring basis to determine if any referrals are needed.

For additional information on COVID-19, please visit our webpage at: [www.coronavirus.wv.gov](http://www.coronavirus.wv.gov)

Questions and concerns can also be directed to the 24/7, toll-free COVID-19 information hotline at 1-800-887-4304