

## GUIDANCE MEMORANDUM

Ron DeSantis  
Governor

DATE: September 8, 2020

Barbara Palmer  
Director

SUBJECT: Protocols for Community-Based iBudget Florida Waiver Services

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As a result of the state of emergency caused by the COVID-19 pandemic, many iBudget Florida waiver services previously rendered in person were modified to be rendered virtually or were suspended. As the state of Florida proceeds with implementing a phased reopening plan, many waiver providers will return to rendering services in person. This guidance document is intended to assist waiver providers in resuming in-person services in a safe manner that will protect the health of clients and staff.

### Prior to Conducting In-Person Community-Based Services

The provider should:

1. contact the client or his/her legal representative to verify that the client wishes to resume in-person services.
2. be properly trained in infection control techniques as provided on the Centers for Disease Control (CDC) website under [Infection Control Information](#).
3. have access to and properly use personal protective equipment (PPE) to protect the safety of the client and themselves during service delivery.
4. if providing community-based services in a Group Home or Foster-Care Facility,
  - a. participate in bi-weekly testing as long as required, at any licensed home they are serving and show proof of the bi-weekly testing before being allowed admission into other licensed homes.
  - b. complete the facility's visitor log, health screening, and temperature check. If there are symptoms or indications of exposure, the waiver provider will not be allowed entry and the waiver provider should seek medical attention.
  - c. wash his/her hands before and at the end of service delivery.
  - d. if the provider plans to take the client into the community, have the client complete the health screening and temperature check. If there are symptoms or indications of

exposure, the service should not be delivered. Upon returning to the facility, the resident must follow the visitor protocols for entry. If there are indications of exposure or symptoms, the resident shall be placed in quarantine until a definitive determination is made.

### **During Waiver Service Provision**

At a minimum, the provider should wear a mask at all times and encourage the client to wear a mask.

The provider should follow the [CDC recommendations](#) to prevent the spread of COVID-19.

Providers who are responsible for cleaning or assisting clients in cleaning homes should ensure that frequently touched surfaces and objects are disinfected.

If the continued provision of waiver services is critical for someone who has tested positive for COVID-19, the provider should follow the [CDC recommendations](#) for caring for someone who is sick at home including ensuring that proper PPE is being used including an N95 mask, gown, and gloves. Gloves should be changed after each direct client contact.

Providers who suspect that a client has COVID-19 should report this information to the APD Regional office and [county health department](#). They should also notify the Waiver Support Coordinator for assistance in ensuring that the client's needs are met.

### **Transportation Services**

The driver and passengers must wear masks and socially distance to the greatest extent possible.

The vehicle seats, doors, and other surfaces should be wiped down with sanitizing wipes before the person is picked up and after exiting from the vehicle.