

**WSC ADVISORY #2020-032**  
**FREQUENTLY ASKED QUESTIONS (FAQS)**  
**WSC FACE-TO-FACE VISITS COVID-19 PANDEMIC**

**MANDATORY ACTION**

**EFFECTIVE DATE: SEPTEMBER 18, 2020**

The Agency for Persons with Disabilities (APD) received many questions from Waiver Support Coordinators (WSCs) regarding WSC Advisory #2020-031, *WSC Face-to-Face Visits COVID-19 Pandemic* dated September 17, 2020.

APD will continue to respond to questions from WSCs as received. Below is a response to initial questions received from WSCs.

**1) What if the client or legal representative does not want a face-to-face visit at this time?**

If the client or legal representative does not choose a face-to-face visit at this time due to the pandemic, the WSC can do the visit virtually and document this in their case notes.

**2) What is the timeframe for WSCs to resume face-to-face visits?**

At the next scheduled contact, the WSC should ask the client or legal representative to see if they wish to resume in person services. If the client or legal representative wishes to resume in person services, the WSC should resume in person services if it is safe to do so. If the WSC has already completed required contacts for September, he or she is not required to initiate additional face-to-face contacts in September 2020.

**3) What should a WSC do if the WSC or a household member that lives with the WSC is at increased risk for severe illness per [Centers for Disease Control \(CDC\) guidelines](#) by resuming in-person services?**

The WSC should advise the APD Regional Office of the need to continue visits virtually and document this in their case notes.

**4) Are WSCs mandated to get COVID-19 tests every two weeks to conduct visits in APD licensed facilities? What if a WSC cannot obtain the required test results in time for a visit in an APD group home?**

At the present time, APD licensed facilities are required to test providers who enter into the facility. This includes WSCs. This may change in the future. If the WSC cannot obtain the test results prior to the visit, the WSC should conduct the visit virtually and document the situation in their case notes.

**5) What if the client and/or household member are not wearing Personal Protective Equipment (PPE) and/or there is not enough room in the home to practice social distancing?**

The WSC may conduct the visit virtually and document the reason in their case notes why the visit was not completed face-to-face.

**6) What if the group home will not allow a WSC to complete a face-to-face visit?**

The WSC should notify the APD Regional Office who can assist the WSC in working through the concern.

**7) What are the guidelines for WSCs to wear PPE during a face-to-face visit?**

The WSC must wear, at a minimum, a mask that complies with the [CDC mask recommendations](#) during face-to-face visits. The WSC may choose to wear additional PPE at his or her discretion.

**8) What should a WSC do if the WSC observes clients or providers who are not abiding by CDC guidelines?**

If a WSC observes non-compliance, this should be reported to the APD Regional Office. In those circumstances, the WSC can conduct the visit virtually and document this in their case notes.

**9) Where do WSCs access training on COVID-19 infection control techniques?**

WSC can receive training on infection control techniques as provided on the [Centers for Disease Control \(CDC\)](#) website under Infection Control Information.

**10) Does WSC Advisory 2020-031 also pertain to CDC+ Consultants?**

Yes. CDC+ Consultants are expected to follow all guidelines set forth in WSC Advisory 2020-031.

**11) Can WSCs perform face-to-face visits outside on the porch or in the yard for it to be considered a home visit?**

Yes. This will suffice during the COVID-19 state of emergency in Florida.