



*Vannessa Dorantes  
Commissioner*

## DEPARTMENT of CHILDREN and FAMILIES

*Making a Difference for Children, Families and Communities*

*Division of Contracts Management*

505 HUDSON STREET  
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To: DCF Credentialed Providers  
From: Melanie Sparks, Assistant CFO  
Date: October 28, 2020  
Subject: **COVID Safety, Sanitation & Notification Protocols**

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In deference to the COVID pandemic, and in an effort to ensure that safety of our children, their families and our credentialed provider partners, effective immediately and until further notice, the following requirements shall be in effect for all credentialed service provision:

1. **Each credentialed provider shall maintain a safety and sanitation protocol to govern the provision of in-person services. Minimally, this protocol shall include:**
  - **Staff Screening requirements;**
  - **Client Screening prior to service provision;**
  - **Vehicle cleaning requirements (if transportation is part of service model);**
  - **Building/Space cleaning requirements;**
  - **Sanitation protocols;**
  - **Social Distancing requirements; and**
  - **PPE requirements for staff and clients**
2. **Each credentialed provider shall ensure that minimally, all credentialed staff receive training on such protocol prior to provision of services to the DCF population.**
3. **Each credentialed provider shall ensure that all staff be required to appropriately wear a mask while in the presence of any DCF client, unless such is prohibited based on medical documentation.**
4. **Each credentialed provider shall ensure that all DCF clients are appropriately masked while in the presence of the provider, unless such is prohibited based on medical documentation.**
5. **All vehicles utilized for transportation of a DCF client shall be sanitized in accordance with the company's sanitation protocol upon each return to hub.**
6. **Transportation shall be limited to no more than 2 children per car, 3 children per 8 passenger vehicle and 5 children per full size van. This shall not apply to children from the same household.**
7. **Temperature checks of each child prior to provision of services shall be at the discretion of the company. If required, such shall be performed in accordance with current CDC guidance.**
8. **Providers shall be required to notify the DCF Credentialed Service Program Supervisor immediately upon becoming aware of a credentialed staff person's confirmation of COVID.**
9. **Providers shall ensure that no staff perform services to DCF clients if presenting with cold or flu-like symptoms. Providers found to knowingly be in violation of this directive shall be subject to immediate de-credentialing.**

If you have any questions regarding this policy, please do not hesitate to contact me.