

## Restarting Client In-Home Visits: What Individuals and Families Should Expect

August 31, 2020

Client in-home visits for reviews and assessments had been suspended for several months during the governor's [Proclamation 20-62](#). The proclamation suspended the legal requirement to meet in-person, in-home. The proclamation expired on August 7, 2020 and was not extended. Client in-home visits will now restart.

During these unprecedented times, we recognize that isolation, feelings of loneliness and [underlying health conditions](#) are a difficult reality for many individuals and their families. DDA Case Managers are an invaluable resource for individuals and their families and can help with identifying community resources, issues of isolation, and individual care needs during their visit.

Below are some ways to prepare for the visit.

### Who will schedule the visit?

DDA Case Managers will call clients and their families to schedule a safe, brief in-home visit. The visit is part of the broader assessment which will continue to be completed by phone or virtually.

### How to prepare for the visit

Make a list of your needs before the day of the visit. Your Case Manager can help you find resources in your community however many of your questions can be answered over the phone and not during home visits.

Consider where you are most comfortable holding this brief visit and let your Case Manager know. Clients and families are encouraged to limit the attendees during the visit to reduce the risk of [transmission of COVID-19](#). This guidance is also in accordance with the [Washington State Safe Start Plan](#).

### What to expect during the visit

The home visit is expected to last 15 minutes or less. According to the Centers of Disease Control and Prevention, [brief interactions](#) are less likely to transmit COVID-19.

You can expect your Case Managers to wear a face covering and to maintain at least 6 feet of social distance. We ask that you and your family members do the same. Case Managers will have disposable masks if you don't have one.

### Frequently Asked Questions

*Will Case Managers receive training for a safe home visit?*

Yes; they will have received safety protocol training, protective personal equipment (PPE), and other supplies.

*What if I don't feel comfortable having a Case Manager in my home?*

You may choose where your meeting occurs. Your visit may occur in an outside setting such as a patio or balcony or another safe location nearby your house. It is important to note that Case Managers are expected to view the client's "living quarters" (typically bedroom) as part of the visit. Please speak to your Case Manager if you need to decline the visit.

Find more information, FAQs, and resources on the [DDA Coronavirus Information page](#).

We look forward to seeing clients and families again. We are committed to continue to keep everyone safe by using the best public health safety practices from the [Centers of Disease Control and Prevention](#) and the [Washington State Department of Health](#). We will also keep you informed every step of the way.

If you have specific questions regarding Safe Restart visits, please contact:

Region 1 (Eastern Washington) [dd1fso@dshs.wa.gov](mailto:dd1fso@dshs.wa.gov)

Region 2 (King, Snohomish, Skagit, Whatcom, Island, San Juan counties) [dd4fso@dshs.wa.gov](mailto:dd4fso@dshs.wa.gov)

Region 3 (Pierce County, Southwest & Peninsula) [dd6fso@dshs.wa.gov](mailto:dd6fso@dshs.wa.gov)

We are all in this together.