Supporting Families during COVID-19: Home Visiting Best Practices[1]

As home visitors, your partnership with families to support the healthy growth and development of children is critical—especially during a public health crisis like COVID-19. Services provided through home visiting programs are key to ensuring the ongoing health and safety of children and families. The guidance below is designed to help you support your families in the best ways possible during the pandemic, and to help you prioritize and maintain your own health and wellbeing.

How am I doing?

- I am tending to my health and wellness
- My family has the supports we need
- I know my home agency's guidance

I need more help!

Your health & COVID-19
KDHE **govstatus.egov.com/coronavirus**
CDC **cdc.gov/coronavirus/2019-ncov**
NAMI **bit.ly/NAMI-COVID-MentalHealth**

Model-specific guidance
Parents as Teachers **bit.ly/PAT-COVID**
Early Head Start **bit.ly/EHS-COVID**
Healthy Families America **bit.ly/HFA-COVID**
Nurse-Family Partnership
nursefamilypartnership.org/covid-19/

How are my families doing?

- My families are healthy and safe
- My families' basic needs are being met
- I understand that families are stressed

I need more help!

COVID-19 health check
bit.ly/CDC-SymptomCheck
bit.ly/CDC-COVID-Espanol

Meeting basic needs
KDHE FAQ **bit.ly/KDHE-COVID-FAQ**
WIC support **bit.ly/KDHE-WIC-COVID**
COVID-19 childcare help
bit.ly/KDHE-Childcare
KS Unemployment FAQ
bit.ly/KSDOL-COVID
Free & low-cost internet
bit.ly/Internet-COVID

How can I best provide services during COVID-19?

- I have the technology and resources I need
- I can hold space for families in distress
- I have support from my home agency

I need more help!

Virtual technology supports
Heartland Telehealth Resources
heartlandtrc.org/covid-19

Early childhood resources
KSDE Early Childhood **bit.ly/KSDE-COVID**
Kansas Children's Cabinet
kschildrenscabinet.org
Learning at Home **bit.ly/KS_LearnAtHome**
Coronavirus and Kids
bit.ly/SaveChildren-COVID
Child Mind Institute **bit.ly/ChildMind-COVID**

You've Got This!

See the chart on the next page for virtual and phone-based home visiting best practices.

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Adapting to change during a pandemic has its challenges. Research indicates that virtual home visits can be a meaningful way to support children remotely by supporting learning in the child's natural environment using daily activities with their caregivers.[2] These forms of home visits continue to encourage parent-child interactions while gaining efficient and focused coaching from home visitors.[2]

Technology-adapted Guidance	Virtual Home Visits	Phone Home Visits
Conducting home visits Obtain and document verbal consent Be mindful of privacy and confidentiality in the family's home and yours; no one else should be able to overhear your visit Acknowledge the challenges and opportunities of this adapted home visit approach with your families Establish back-up technology plans Protect your boundaries: set a clear day and time availability with your families	Avoid backlighting and use a simple backdrop Use headphones or a headset if available	Avoid background noise; use headphones or a headset if available
Content considerations If possible, provide an organized copy of all materials/resources prior to your visit Consider language barriers and cultural and/or linguistic needs when curating resources and selecting activities Ask about and acknowledge child responses to stress during these unusual circumstances	If model appropriate, encourage parent-child playtime during virtual visits while you observe Utilize screen-sharing to share images, resources, and/or media content with families	If model appropriate, encourage parent-child conversation during phone visits while you listen Be available and ready for parent conversations about current circumstances
Developmental guidance If appropriate and available, provide parents with online developmental screening tools prior to your visit Encourage parent-child interactions through question-and-answer, modeling, and/or repetition-based activities you can observe or hear	Utilize easily accessible home items for developmental activities; provide a list of needed items prior to the virtual visit Practice your virtual activity guidance prior to the visit to avoid long pauses	Provide a list of easily accessible home-based items for developmental activities families can do on their own Outline questions before the visit to avoid long pauses or awkward conversational transitions

Providing resources and referrals

Ensure referral agencies are currently open and available

Familiarize yourself with current state and national COVID-19 response resources prior to virtual home visits

Promptly follow up your visit with requested and/or promised resources via email

1 Information in this resource is based on our understanding of the most recent information and guidance available from federal and state agencies as of April 8, 2020.

2 Olsen, Fiechtl, & Rule, 2012

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