June 3, 2020

<<NAME>>  
<<ADDRESS LINE 1>>  
<<CITY>>, <<STATE>> <<ZIP>>

Dear <<FIRST NAME>>,

We hope this letter finds you safe and healthy. Over the past few months, the COVID-19 pandemic has changed our way of life and the way we conduct visits here at SCAN. Today, I am writing to share an update with regards to your home visiting schedule as we transition from virtual visits to face-to-face visits.

**As we follow guidance from the Department of Child Services, Healthy Families America, and Governor Holcomb’s Back on Track plan for the state of Indiana, SCAN will begin to transition to face-to-face visits in homes starting the week June 15.** The transition process will be at your comfort level, and we will create a transition plan that works best for you and your family. We look forward to seeing you in-person.

* Prior to the visit, your SCAN worker will call you to ask the COVID-19 screening questions:
  + - Have you have been instructed to self-quarantine/isolate? If yes, why?
    - Have you had contact within the last 14 days with any person with symptoms of COVID-19 OR a confirmed COVID-19 diagnosis?
    - Do you have any symptoms of a respiratory infection (e.g., cough or shortness of breath)?
    - 4. Do you have at least 2 of the following symptoms? Fever, Repeated shaking with chills, Chills, Muscle pain, Headache, Sore throat, Loss of taste or smell (recent onset)

Individuals need to be fever free for 72 hours before a face-to-face visit can occur. A fever is considered a temperature above 100 degrees Fahrenheit.

* If someone in the home answers yes to any screening question, your worker will determine whether the visit should take place in person or virtually.
* Once in your home, the worker will use hand sanitizer, gloves and put on a face mask.

If you have any questions regarding our new policies, please discuss them with your SCAN worker. Face-to-face time is critical to supporting your family, and SCAN is committed to providing you with home visiting services.

We look forward to seeing you in-person starting June 15!