

March 23, 2020

**Children & Family Services Division – Parent Aide  
Coronavirus (COVID-19) Frequently Asked Questions**

**NOTE:** For the purposes of this FAQ the term ‘parent’ refers to the person(s) with whom the children were living when the agency became involved with the family and with whom the children will remain (for example, biological parents, relatives, guardians, adoptive parents). Other non-custodial biological parents may also be applicable depending on the circumstances of the case.

**Q1 Are children and parents receiving Parent Aide services still going to meet with their parent aide?**

Parent aide services will continue whenever possible. However, it is understood that this may not be possible in all scenarios because of illness, social distancing considerations, and/or quarantine.

Due to the COVID-19 pandemic, visits will be limited in situations that are beyond the control of the parent aide, child, or family such as a declaration of an emergency that prohibits or strongly discourages person-to-person contact for public health reasons; a child, parent, or parent aide whose severe health condition warrants limiting person-to-person contact; and other similar public or individual health challenges.

**Q2 Can parent aides use technology to complete with children and parents?**

Videoconferencing software can be used under these limited, specified circumstances. Agencies must have plans of action in place should a parent aide not be able to reach child(ren) or parent(s) via videoconference, or should the videoconference raise a concern about the child's safety or well-being.

**Documentation Example:** Parent aide visits can still be entered into the FRAME system and the note could indicate “Unable to complete a meeting in the home with the child(ren) and parent(s) this month due to COVID-19. Skype call completed.”

**CHILDREN AND FAMILY SERVICES**

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