



March 9, 2020

Dear NFP partners,

The NFP National Service Office wants to ensure that we are supportive and responsive to you during the challenges created by the COVID-19 outbreak. We understand that many of you are housed in, or affiliated with, Public Health Departments/systems where much the local response activities may be housed.

This communication is intended to provide general guidance across our national network regardless of structure, however, in terms of outbreak response, we stress that you need to defer to your local policies and procedures.

General guidance for accessing information about COVID-19 and options for NFP visits:

- We strongly advise you to access information about COVID-19 directly from vetted sources that are updated regularly. Two examples are the CDC ([cdc.gov](https://www.cdc.gov)) and the WHO ([who.int](https://www.who.int)).
- Stay current with local updates and guidance on clinical practice from your local, or state, Department of Public Health.
- NSO Nurse consultants are reaching out directly and are available to discuss:
 - Strategies to keep families connected to their NFP nurse(s) during times of disruption in work force.
 - Integration of telehealth and adjusted visit schedules to support connection and expand capacity of teams.
 - Supporting rotation of staffing impacted by COVID-19 response activities so teams can maximize support of their families and continue to enroll eligible pregnant women.
 - How to best maintain referral sources throughout the outbreak response.

General guidance for conducting home visits (**where there is local community transmission**):

- Follow the guidance, policies, and procedures of your home agency.



- The NSO supports the use of telehealth rather than in-person home visits, when possible and appropriate, to keep families connected with NFP while managing community risks.
- Telehealth is to be used in lieu of in-person visits in cases where the client, or anyone in the household, or the nurse shows signs of illness including but not limited to:
 - Fever
 - Cough
 - Shortness of breath
- NFP nurses are well positioned to provide guidance to clients and their families (including infants and children) regarding when to seek medical care and when to utilize information hot/warm lines or reschedule appointments if possible (e.g. a routine well-child checkup).
- Utilize appropriate Alternate Visit Scheduling (AVS) to increase capacity to maintain connection with clients if there is a reduction in nursing workforce due to temporary assignment to COVID-19 activities or illness.

If your team(s) need a refresher or introduction to the use of telehealth or adapting the visit schedule in NFP, please reach out to your Nurse Consultant.

For your reference I have included a one-pager and full guidance for adjusting the visit schedule while incorporating the use of telehealth and the STAR framework.

We understand the stress this puts many under, especially our partners housed in Public Health Departments. We will successfully navigate this by staying informed and keeping our families at the center of all we do.

Thank you for your partnership in helping vision a brighter future for our families across the network!

Best,

Kate Siegrist, CNO