

Child Care Providers Updates Webinar

August 4, 2020



Welcome to today's webinar.
Please remember to mute your phone and computer upon entry.
We will begin shortly. Thank you!



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CHILDREN, YOUTH & FAMILIES

Virtual Meeting Protocols

Audio and Video Connection

- Throughout the webinar, please mute yourself unless you are speaking or responding to a question.
- We have Q&A portions dedicated throughout the meeting, but feel free to use the chat box to post questions or comments at any time.
- If for any reason you place the call on hold and music begins to play, your call will be disconnected. You are more than welcome to rejoin the meeting once you are available again.
- Individuals using a webcam or video option will be displayed throughout the meeting.

If you have any questions or technical difficulties, please contact us via the chat box or at dcyf.communityengagement@dcyf.wa.gov.

Child Care Emergency Policies and Procedures

DCYF Licensing Division

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Same Work, Different Way

DCYF is committed to protecting the health of providers, children and licensing staff during this ongoing pandemic.

Striving to do so, emergency policies and procedures have been developed to do the work of licensing in a different way.



Important Work To Do

The emergency policies and procedures will address:

- Initial Applications
- Initial to Non-Expiring Requirements
- Monitor Visits



Terminology to Know

For at least the coming year, these procedures will be used by licensing staff. There are some terms that, for the purposes of this process, have specific meaning:

- **Virtual Visit:** Is when a DCYF licensor inspects the child care facility while they are physically away from the facility. For a monitor or initial inspection, this would include completing the checklist.
- **Virtual Platform:** Is the method used to inspect the child care facility without being onsite. These platforms **are not** intended to record the inspection but instead be a live view that allows the licensor to see the facility. FaceTime, Zoom and WebEx are examples of a virtual platform.
- **Health and Safety Verification Visit:** Is when a child care licensing staff goes to the facility to do a walk through/inspection to verify what was seen during the virtual visit.
- **Inspection Report:** Is the report generated by the child care licensor in WA Compass that identifies the WAC that was found out of compliance during any inspection.

Understanding Visits

There are some differences between an Initial Licensing Visit, a Monitor and an Initial to Non-Expiring Visit:

- For both an **Initial and Initial to Non-Expiring**, the licensor will send the provider a copy of the initial checklist so the provider can self-assess and outline questions they may have.
- For an **Initial Visit**, prior to receiving their first initial license, the Health and Safety Verification visit does not have to be unannounced and may be scheduled at the applicant's convenience.
- During a **Monitor Health and Safety Verification** visit, **only** the items on the sub-checklist **or** Immediate risk items will be addressed on the Inspection Report. All other concerns will be addressed through technical assistance.



Walking Through What Visits Will Look Like



Step 1

Licensors will contact the child care provider to make arrangements for a Virtual Visit and to explain the **Virtual Visit** process. This includes, but is not limited to:

- A time that is convenient for the provider.
- Determining what virtual platform works best for the provider.
- Explaining what the provider could have ready to make the visit move more quickly.
- Explaining how the provider will be able to “show” the licensors different aspects of their program so the checklist can be completed.
- Explaining that the virtual visit will be followed up with an unannounced Health and Safety Verification Visit.

Step 2

At the agreed upon time, the **Virtual Visit** will be conducted. The appropriate checklist will be completed and, if necessary, an Inspection Report developed.

During the visit, the licensor will provide any necessary technical assistance.

When the visit is complete, the licensor will send the provider the checklist and the Inspection Report via email.

No signature from the provider is collected due to COVID -19 and this will be documented.



Step 3

The provider retains the right to dispute violations noted on the Inspection Report.

They also need to provide verification of any corrections made once they are complete.

Step 4

Within 30 days, (14 days for a Family Home Move) an unannounced **Health and Safety Verification Visit** will be conducted by a licenser. During this visit, the licenser will complete several areas of work with one visit. The licenser will have a short checklist developed from the Virtual Visit that identifies:

- Items from the checklist that could not be seen through the virtual visit due to the limitations of live streaming.
- Items from the checklist that could not be observed (such as labeling bottles, but during the virtual visit, no infants were in care so it couldn't be observed).
- Items from the checklist that were not in compliance.
- Verify any health and safety recheck items identified during virtual visit that were not documented as corrected.



Step 5

The **Health and Safety Verification Visit** will include:

- Verifying that no one, including the licenser, has known exposure or symptoms of COVID-19.
- A quick walk through of the facility to assure health and safety WACs are met.
- Inspecting anything that could not be seen adequately during the virtual visit.
- A recheck of any non-compliance items that have been corrected from the virtual inspection.

Step 6

When back at their work station, the licenser will:

- Complete an Inspection Report, if necessary.
- Contact the provider to offer any technical assistance necessary.
- Send via email the shortened checklist and Inspection Report.



Step 7

If verification of compliance cannot be done through pictures, documents or virtually, the licenser may need to complete another onsite visit.

This follows the same process that DCYF has followed since August 2019.



Thank you!

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