Procedures for Temporary Emergency Virtual Admissions

Purpose: Center For Family Services is committed to providing services to the individuals and families in our communities. As a result of the current COVID-19 pandemic, the State of New Jersey has released guidance from the Department of Health and other regulatory agencies regarding social distancing measures to reduce the occurrence of community spread. Center For Family Services is committed to the protection of vulnerable populations within our communities, as well as the individuals we serve and the staff throughout our organization. Center For Family Services is committed to reaching our consumers through this time of anxiety. In order to continue to provide services, there may be times when flexibility is required. Telehealth services, including video conferencing and teleconferencing, may be utilized when working with vulnerable populations or when screening protocols indicate high risk for exposure to COVID-19. These situations may occur with ongoing services or potential new admissions.

Procedure: Providers at the Center For Family Services will use screening protocols from regulatory bodies, along with their clinical judgment to determine if a potential client can be safely brought into the facility to complete an intake. If services are able to be performed at the facility, the program’s regular admission procedures will continue to be utilized with the added precautions outlined by the Department of Health and the Center for Disease Control.

In the event that an in-person intake is not possible for the health and safety of those involved, a remote admission may occur. Clients, who would otherwise be unable to receive services with a traditional route, may be able to utilize the teleservices. If a client is in crisis and in need of emergency services, all emergency procedure(s) must be followed.

Protocols: Center For Family Services staff will electronically transmit the necessary paperwork to the client whenever possible. In the event that the client does not have these electronic capabilities, all necessary consent forms are located on the Center For Family Services website site and are viewable by the public, including on mobile devices.

When it is not possible for the client to receive or return the consent forms, the staff must review with the client the contents of all consent forms, and document the client’s acceptance or refusal of these informed consent procedures. The client’s verbal consent for treatment is to be specifically documented in the progress notes. Additionally, it will be explained to the client and then confirmed in the notes that the client agrees to sign the relevant forms at the earliest possible instance. Staff is responsible to ensure that as soon as restrictions are lifted surrounding the COVID-19 virus that all forms are signed at the first available in-person session.

Once the confirmation of consent has been received, Center For Family Services can proceed with services, or teleservices, in accordance with best practice standards and state guidance.