



Missouri Department of Health and Senior Services

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MEMORANDUM FOR SECTION OF ADULT PROTECTIVE SERVICES STAFF

From: Nicole Gatlin, Bureau Chief of APS Supports 
Division of Senior and Disability Services
Section of Adult Protective Services (APS)

Subject: COVID-19 Update – Resuming Face-to-Face Visits

Effective today, Adult Protective Services (APS) staff shall resume face-to-face visits per policy 1703.10, Protective Service Response. Please note this memo supersedes the guidance provided in APS-21-06 distributed on August 19, 2021, which directed APS staff to “complete a face-to-face visit with eligible adults only in extreme circumstances and after supervisory consultation.”

Field Visit Precautions:

The health and safety of our workers and the clients we serve continues to be our highest priority. It is important that APS staff take every possible precaution available when interacting with Department clients.

All APS staff are required to wear a face mask when completing home visits. Alternatively, face shields (full face protection) will be provided to all APS field staff and should be used when interacting with persons who are deaf or hard of hearing. Should a staff member be unable to wear a mask or face shield due to a documented medical condition, reasonable accommodations will be made. Please coordinate with your supervisor if an accommodation is needed and refer to [Administrative Policy 3.3 \(Workplace Adjustments and Accommodations for Employees with Permanent and Temporary Disabilities\)](#).

Staff should make every effort to maintain a safe distance from everyone while in the client’s home or other areas. Staff should follow CDC’s recommendations for social distancing and stay six (6) feet away from others when possible. Staff should make face-to-face contact in an open-air space outside of a home or building when possible and practical. Hand sanitizer will be provided to each field worker and should be used immediately after every in-person contact if regular hand washing is not available. Staff should take other appropriate precautions like avoiding touching their face (eyes, nose, and mouth) with unwashed hands. Staff should also avoid shaking hands with others.

Any questions regarding this memo should be directed to APSPolicy@health.mo.gov.

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