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Date: Fri, Mar 27, 2020 at 3:40 PM  
Subject: Department on Aging and Rehabilitation (DARS)-Information for Assisted Living Facilities (ALFs) during COVID-19 crisis  
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Good afternoon,

The attached memo is being sent out on behalf of the Department for Aging and Rehabilitative Services (DARS)

Thank you.

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**COMMONWEALTH OF VIRGINIA**  
**DEPARTMENT FOR AGING AND REHABILITATIVE SERVICES**

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**Memorandum**

**Date: March 27, 2020**

**To: Assisted Living Facility Licensees and Administrators**

**From: Paige McCleary, Director, Department for Aging and Rehabilitative Services (DARS)  
Adult Protective Services (APS) Division**

**Subject: Information for Assisted Living Facilities (ALFs) during COVID-19 crisis**

The following information is for Licensees and Administrators who provide care for older adults and individuals with disabilities in ALFs. As the COVID-19 situation is rapidly changing, DARS APS Division staff will evaluate the need to update or modify the information provided in this memo.

**ALF Assessments or Reassessments**

Local department Adult Services (AS) workers are still required to complete ALF assessments and reassessments. Beginning March 16 until further notice, workers should conduct ALF assessments and reassessments by phone call or video conferencing (if available) and use supporting documentation such as information from family members or medical records to enable completion of the UAI and other assessment documents.

**Adult Protective Services (APS) Investigations**

APS investigations are still occurring. Local department APS workers are evaluating the circumstances described in each APS report and determining the need to make a face-to-face contact. APS workers are conducting a face-to-face visit with a resident unless there is a valid reason not to meet with the resident. Workers may attempt a phone or video conference with the resident in lieu of a face-to-face meeting. APS workers understand that ALF staff may ask the worker to take certain precautions or undergo a brief health care screening before entering the facility. APS workers are to comply with such requests.

**Auxiliary Grant Program**

Local department eligibility workers have received guidance on how to process new AG applications and renewals. DARS is taking steps to ensure that residents who receive monthly AG payments continue to do so during the COVID-19 crisis. DARS AG Program staff has implemented telework procedures. If you have questions, you may contact AG Program staff at their email addresses:

Tishaun Harris Ugworji, AG Program Manager, [tishaun.harrisugworji@dars.virginia.gov](mailto:tishaun.harrisugworji@dars.virginia.gov)

Shelley Henley, AG Program Consultant, [shelley.henley@dars.virginia.gov](mailto:shelley.henley@dars.virginia.gov)

DARS would like to thank ALF staff who are taking extraordinary steps to protect and provide care to vulnerable adults during this unique and difficult time.