



# PROJECT ROOMKEY: ALAMEDA COUNTY OPERATION COMFORT & OPERATION SAFER GROUND Protecting the Health & Safety of Our Community

Hotel rooms provide a safe environment for isolation and recovery.

## OPERATION COMFORT – COVID INDIVIDUAL SAFETY UNITS CHECK LIST Annotated for Services and Referral Providers

*Information in blue is for referral providers to know and be able to discuss with people you are hoping to accept a referral into Operation Comfort.*

Everyone in our community is working together to stop the spread of the Covid infection. If you have Covid symptoms, the best way to keep yourself –and others—healthy is to go into Individual Safety Units (ISU’s) at the County’s Operation Comfort.

The time that you will be at the ISU’s will ensure that you are safe, cared for, and that your community is protected. Your participation is for your well-being and to prevent the spread of Covid infection to other people around you who could die from it.

- The purpose of the ISU’s is to ensure the safety of you and your community
  - You can and will be playing a significant part in reducing the spread of COVID-19
  - You are being offered a safe, secure, and health-based program to oversee your health needs and support your healing until you get better
  - You will have access to case management
- Let me tell you the overview of the program – what you will receive and what is expected...

- You will have your own room in a hotel
  - This is to ensure you are not unintentionally spreading coronavirus and infecting other people
  - We understand this is probably a big change for you - and we want to remind you that this will be temporary and only until you are no longer sick or at risk of infecting other people
  - You are playing a huge part in protecting yourself, your loved ones, friends, and community and we appreciate that
  - If you have a partner that is also referred that will be the only time you might be sharing a room – this is on a case by case basis.
- You can only stay in the hotel until you are no longer contagious
  - We can’t say how long you will be there, but it won’t be long, just as long as it takes to be sure that you are no longer contagious to others.
  - We want to be very transparent that this is a temporary unit to support your health and the health and safety of the community
  - When the staff clears you will be able to return to the community
- You will not have a key to your room

- The only times you leave are when you're accompanied in and out of your room for scheduled outdoor breaks.
  - You can lock your door from the inside for your safety.
- You cannot have visitors.
  - The whole idea of the safety units is to make sure you are not infecting other people and spending your time getting well, having visitors would counteract that goal
- You will get three scheduled outdoor breaks per day to get fresh air, walk your pet, smoke, etc.
  - We really encourage you to utilize these breaks to get outside – safely – and maintain your mental health, move around, and get a break from that room
  - We understand you are probably used to being outdoors and going out whenever you want so we are doing what we can to safely accommodate
- You can only smoke outside during breaks three times a day.
  - Like at other hotels, there is no smoking allowed other than in designated areas; this is the same idea and like we talked about before, we have to do this in a scheduled way to follow the physical distancing protocols/guidelines.
  - You can get access to nicotine replacement such as patches, lozenges and gum
- You will have your own bathroom
  - This will ensure you have privacy and maximum ability to NOT spread COVID-19
  - We want to make sure that you are remaining healthy and provide you with all the necessary tools to do that
- You'll get clean sheets
  - We want to make sure that you are remaining healthy and provide you with all the necessary tools to do that
- You will get three meals a day delivered to your room
  - We are doing everything we can to ensure that there is no essential things you will have to get outside the hotel
  - We understand that this can feel restrictive and not ideal or what you are used to, but we ask that you remember the primary purpose of Operation Comfort is to bring you into an environment that prevents the spread of the virus
- You'll have cable TV, phone, wifi, and a microwave.
  - We want you to know that we are finding ways to keep you as connected as possible to your community without causing unintended harm
  - You are encouraged to call/video chat/connect with your support systems while you are spending time at the safety unit
- You can share a room with your partner if they are also referred
  - This is on a case by case and by referral only basis
- Staff will check in on you regularly to provide care
  - Your health and wellbeing is our primary purpose and therefore staff will check in regularly
  - This will give you an opportunity to talk about any issues and get updates
  - You will have telephone access to addiction medicine support.
  - You will have telephone access to mental health services, including psychiatry.
- On site security will ensure you are safe

- The security is not there to ‘monitor you’ but to make sure you are staying safe and keeping the safety of others
- We are not expecting any regular interactions with security unless there are issues
- This is not intended to feel like jail or prison. Remember, you are going to be in a hotel that is isolating you from potentially spreading a serious infectious disease. We want you to be safe.
- You can bring a pet
  - We want you to know that your pet is welcomed, just be sure you are taking care of them.
  - Remember that you have to maintain control, and clean-up after of your pet at all times
- We will give you three days’ notice before your isolation period is over.
  - We want to be very transparent that this is a temporary stay to support your health and the health and safety of the community
- **The Rules of Operation Comfort:**
  - Stay in your room and don’t allow anyone else in your room
    - Remember this is for your health and the health and safety of the community
    - We understand this might be uncomfortable and out of the ordinary – and this is a fundamental part of reducing the chances of your illness being fatal or infecting other people
    - You will have wifi-phone-tv to keep you company – you can video chat with friends, watch movies, rest, talk with family and friends, contact your support people, etc.
    - Your friends and family can call your room
    - You might be alone in your room, but you will not be cut off from contacting your friends, family, and support systems.
  - Practice Physical Distancing and wear a mask at all times when out of the room
    - You will be given a mask before being transported to the hotel.
    - You are expected to continue wearing at all times outside your room
    - At least 6-feet apart from staff
    - There will be clear instruction to follow
    - This might be awkward at first – totally understandable – and staff will explain everything when you get there.
  - Shower and practice good hygiene
    - The things you may not be able to do all the time will now be available and are encouraged to support your full recovery from the virus
    - Please don’t use urine bottles
  - Inform staff immediately if your symptoms get worse.
    - You will have the ability to contact staff whenever you feel there is a need
    - Please know that communicating issues, symptoms, concerns is important to be able to help so let the staff know how you are doing regularly
  - No violence or threats of any kind
    - We want you and the other participants, staff, and providers to be able to be safe and not worry about anything other than taking care of those who are sick
    - If you are struggling with any issues, please contact staff

- No theft
  - We want a safe and secure environment for everyone
- No public use of drugs or alcohol
  - This is not a sober program, but we want everyone to feel safe and respected in their choices
  - We ask that you be safe in how/what/how much you are using
  - Don't hesitate to communicate what you need – there are many ways that we can help
- No selling or sharing of drugs or alcohol
  - This is basic stuff for legal and liability
  - Please refrain from this behavior while in the medical unit, if it is something you normally engage in
- Limited storage; one 64-gallon bag of items permitted in room; limited on-site storage (bikes, etc) available.

When you arrive at Operation Comfort, you will be screened for weapons by security, meet with an RN for an intake, and meet with program staff to review the Program rules of conduct, and sign a program agreement.

**Providers:** *Please give client time to acknowledge that they have been offered medical isolation at Operation Comfort. You can initial/sign the paper with the client's verbal consent:*

<p>Initials:</p> <p>_____ I understand that (program name: ) _____ has offered me an isolation room as part of the Operation Comfort program.</p> <p>_____ I have been fully informed of the Operation Comfort Program.</p> <p>_____ Yes, I will participate in the Operation Comfort program.</p> <p>_____ No, I have declined participation in the Operation Comfort program.</p>
---

Participant Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Agency Name: \_\_\_\_\_

Staff Name: \_\_\_\_\_

Date: \_\_\_\_\_