

Alameda County Health Care for the Homeless
Weekly Shelter Provider COVID Phone Call #3
Wednesday March 25 10:30-11:30am
888-204-5984, 7105040#

Participants/Programs Represented: Over 100 callers from: 211, Alameda County Housing & Community Development, Alameda Health System, Health Care for the Homeless program, First United Methodist Church, City of Livermore, AC Adult Protective Services, City Team Ministries, Operation Dignity, St. Vincent de Paul, Berkeley Food and Housing Project, Family Education Resource Center, Family Bridges, Street Level Clinic, Supervisor Chan's Office, City of Oakland, Abode Services, Tri Valley Haven, FESCO, 1st Presbyterian Church of Hayward, East Oakland Community Project, St. Mary's Center, Covenant House, Building Opportunities for Self Sufficiency, Ruby's Place, Family Violence Law Center, Cara A Van Union City, Fred Finch Youth, IHSS, VA, Dorothy Day House, and others.

- 1. Introduction:** This is the second weekly call hosted by the Alameda County Health Care for the Homeless program. Calls will be **every Wednesday at 10:30-11:30am**. 888-204-5984, 7105040#.
 - The purpose of this call is to bring together countywide shelter providers to share updates, knowledge, practices, build supportive community, and develop effective responses to protect our health and the health of the persons living in our shelter environments.
 - We'll hear questions and bring those questions to public health for response if we can't answer them.
 - We'll operate an email chain for updates and information sharing.
 - Participants are encouraged to send contact information in to Kari Jennings-Parriott LCSW, ACHCH Shelter Health manager at kari.jenningsparriott@acgov.org 510-891-8938. More simply send email to achch@acgov.org.

- 2. Grounding Exercise:** Deep breath... Breathe..... We are at the front line in our community and public health effort to control the spread of COVID. We must take efforts to care for ourselves, our families and our co-workers. (Here is a link to Alameda County Behavioral Health's [Managing Our Emotional Health During Uncertain Times.](#))

- 3. Situation Report:**

David Modersbach for Kathleen Clanon, Medical Director for Health Care Services Agency

1) County at lower levels than neighbors 135 confirmed cases, no known homeless cases. County has activated the Dublin Emergency Response Command Center and they will connect with cities to coordinate services so there is no duplication of services. 2) What to do with suspected cases:

Currently stay-at-home recommendation for symptomatic people, very limited isolation beds. 3) Testing is very limited, prioritized to first responders and hospitalized folks. This will change, but for not don't count on "going and getting tested" for the time. 4) Protective Personal Equipment: Shelter and outreach staff should have protective equipment for use with close contact with symptomatic persons. 5) Housing: Alameda County has an extensive list of hotels in Alameda County that state is considering leasing, some in Oakland and some locations are in South County. Either way expanded isolation housing for homeless will not go up immediately, keep in contact with ACHCH on this.

Talia Rubin, City of Oakland Human Services Department- Shelters have some opens beds for unhoused people. St Vincent has 10-11 beds, some at Crossroads and some cabin have openings. Have developed a screening tool to screen residents for Covid symptoms. City is looking to open parks and rec centers as isolation shelters. Working out details now. Food updates City working with OUSD, Senior Centers and food banks making take away food bags for people. RV and community Cabins getting meals delivered.

Damon Francis, AHS –Most medical consultation/needs are being addressed through telemedicine. Currently testing for COVID-19 has been reserved for health care provider, first responders and people with severe symptoms. Test are very limited at this time. Mobile health still doing some visits but moving to telephone visits when possible. No confirmed cases in unhoused people. **Alameda health Systems patients or people with no provider is (510) 437-8500 to access outpatient clinics or triage nurse to screen for symptoms.**

Kerry Abbott, Alameda County – County is opening hotel-based isolation rooms very soon. Working with Abode to manage. Working on policy and procedure referral process. It is almost complete. First set of referrals will be COVID-19 positive or presumptive cases by referring hospitals, clinics who serve the unhoused, shelter providers and HCH street outreach providers. ACHCH has submitted a list of shelters and sites to the County, and we are asking shelters to identify two Lead Staff from each site, to be trained (remotely) and oversee screening/referral/transportation process for suspect Covid cases to send to Isolation Housing. If you have questions, whether you are on that list, please contact ACHCH at achch@acgov.org.

Also please notify ACHCH if you have a specific instance of someone with Covid-19 or symptoms similar to Covid-19, and we can follow up with you regarding the situation. Please email COVIDACHCH@acgov.org

- **Testing:** Although there have been scattered initiatives to test people experiencing homelessness (HCH/Lifelong TRUST Clinic and Hayward Fire Department are notable examples), there are still no widespread testing resources available. Testing updates are available at the County PHD Clinician's Page: <http://www.acphd.org/2019-ncov/clinicians.aspx>
- **Shelter Health:** Alameda County Health Care for the Homeless is an active part of our countywide COVID Operations Center, and will produce homeless services provider-specific

information at our website. Please review as Shelter Health Guidance will be updated shortly:
<https://www.achch.org/shelter-health-guidance.html>

4. Supplies and Resources

- Please contact your City Emergency Operations Center lead for supplies request. If you are experiencing difficulty getting supplies, please email HCH at ACHCH@acgov.org
- If you have immediate needs for supplies please contact kari.jenningsparriott@acgov.org
We have very limited supplies at our office.

5. Sanitation and Hygiene for Shelter Operators

Kari Jennings-Parriott along with other HCH staff are continuing to carrying out an assessment of countywide shelter needs.

Kari Jennings-Parriott reminded everyone to read the [Shelter Health Guidance](#) which will be updated again soon, and focused on the section regarding isolating ill residents.

Basically we are all continuing to work toward:

- Create social distancing (maintaining separation of 6' or more between possibly infectious people)
- Increase access to supplies.
- Provide continued education to staff and residents (procedures, flyers, posters)
- Improve hygiene (handwashing and covering cough/sneeze)
- Clean and sanitize high use spaces frequently
- Screen participants and staff daily if possible for symptoms (fever, cough, difficulty breathing)
- Isolate people with symptoms
- Connect symptomatic persons to care through telemedicine or hospital if someone is in need of emergency care only.
- Train 2 staff per shelter site on how and when to refer a resident to the county isolation rooms.

6. Referral to Isolation Rooms-

- Each shelter should identify two staff they would like to have trained on screening, identifying residents in need of isolation, referral and transportation process. Please email the names and contact information to kari.jenningsparriott@acgov.org
- **Shelter will not be responsible for transporting residents to isolation rooms.**

7. Food/meals and shelter providers.

Please respond to this google form requested by Alameda County Community Food Bank to coordinate with them on food and meal activities: [Oakland Distribution Form](#)

8. Questions and “Answers”

- Masks- Are the surgical masks able to prevent COVID-19 spread?
 - Surgical masks are for people showing symptoms. It prevents sick person from spreading droplets or germs. N-95's are for providers in close contact with symptomatic people.
- Shelter in place with unhoused people? How are we getting ahead of the bell curve to stop the rapid rise of the virus? Asking for more testing.
 - Dr. Damon Francis- LifeLong TRUST has a testing tent in the parking lot behind the clinic and some mobile capacity. Hayward Fire Dept. doing testing and some mobile testing.
- City of Fremont- Guidance on how to extend the life of masks and N-95?
 - Dr. Francis-[CDC has guidance on this](#). Keep mask on and reduce number of times taking on and off. Use masks for multiple encounters. Use hand hygiene while taking mask on and off.
 - Kathleen- N-95 should have a fit test. Need to fit correctly to be effective and wants to develop a training on PPE.
- EOCP- Sheltering in Place- Clients can only leave for apt or work. Now they are doing a daily sign-up sheet for 10 people to go with staff on walk. Is that ok?
 - Reminder that staff should afford shelter residents their rights to have ability to do essential activities such as exercise, as best as possible. Great idea to have walking groups. Encouraging fresh air and exercise.
- St. Mary's – difficulty get medication refills. No response from Kaiser. Advice on regular medical appts for chronic medical conditions?
 - Damon has had these challenges and we need to work on this as a community.
- Training for referral process?
 - Shelters will be contacted by ACHCH to get 2 people from each shelter location that will get the webinar training.
- Trying to create spreadsheet for services? Any central location for services.
 - Please share any information with Kari and David or ACHCH@acgov.org and we will post to our website.
- Pt from Highland Hospital brought to shelter without notifying the shelter. How do shelters know if someone has virus or symptoms?
 - Dr. Francis will speak offline with shelter provider. No one with symptoms has been discharged with COVID-19.
- How is providing meals going in shelters?
 - Rearranged dining rooms, staggering meal times, cleaning between people and good hand hygiene.
 - SVD not much has changed. When open to public they have take-away lunch. Serving more people in the community
 - Frist Pres- serving more people in the food pantry than ever before
 - Dorothy Day House- to go meals, continue to see large numbers for meals
 - EOCP- bottle drinks to reduce spread.
 - BOSS- social distancing hard but doing well. Staggering meals and activities.

Weekly Shelter Provider COVID Phone Call #2
Wednesday March 18, 10:30-11:30am
888-204-5984, 7105040#
More information: achch@acgov.org