
Shelter Provider Checklist for Incidents of Suspected COVID-19 Cases

Be Prepared:

- Follow Physical Distancing, hygiene, sanitation advice in ACHCH Shelter Health Guidance.
- Be aware and respectful of County Health Officer Orders.
- Carry out daily symptoms checks on all guests, visitors, staff and volunteers.
 - Contact [ACHCH](#) for [symptom check log](#), PPE, supplies and thermometers.
- Make sure you have clear plan and staff for referrals of any symptomatic persons or possible contacts to people with a case of COVID to [Operation Comfort](#):
 - **Operation Comfort Hotel Screening & Referral Form:** <https://forms.gle/CG9GQW4R8nxRFwbg8>
 - **Operation Comfort/Quality (Expanded Population) Referral Form:** <https://forms.gle/yQxdSftwX5g7n2U8A> (for doubled-up/non-shelter residents)
 - Quality Nurses: 510-829-6684
 - Comfort Nurses: 510-829-6710
- Prepare for possible shelter and staff quarantine: Have Health Officer Orders on hand to refer and distribute: Review [Health Officer Quarantine Order](#) and [Home Quarantine Instructions](#) and determine how shelter residents, staff and volunteers can comply.
- Maintain an always-up-to-date program “roster” with names, contact info (phone number) of all residents and staff.
- Maintain daily log of residents, guests, visitors, staff and volunteers which includes date of last visit/contact to location.
- Make sure you have adequate supplies, such as PPE on hand (masks, gloves) for staff and residents in case of positive or symptomatic guests.

If you have identified a Symptomatic or Suspect/COVID+ Guest in Shelter Setting

- A. Place symptomatic person in isolation from other residents
- B. Refer to **Operation Comfort** (see above)
 - a. Ensure that guest will be accompanied and supported (they may need to collect personal items) until they are transported to the hotel.
 - b. Ensure that their shelter bed will remain available for them upon return.
 - c. Any guest who has completed their isolation at OC will be provided with a release letter with their name and information.
- C. Please immediately notify ACHCH Shelter Health Lead Kari Jennings Parriott (Kari.jenningsparriott@acgov.org) when you send any symptomatic guest to OC.

If you have a Shelter Guest who has been informed that they are a Contact of a confirmed COVID + case

- A. Place COVID contact in isolation from other residents
- B. Please immediately notify ACHCH Shelter Health Lead Kari Jennings Parriott (Kari.jenningsparriott@acgov.org) when you send any symptomatic guest to OC.
- C. Refer to Operation Comfort (see above)

If you have a Guest who has been informed that they are COVID+

- A. Place symptomatic person in isolation from other residents
- B. Please immediately notify ACHCH Shelter Health Lead Kari Jennings Parriott (Kari.jenningsparriott@acgov.org) when you send any symptomatic guest to OC.
- C. Refer to Operation Comfort (see above)
 - a. Ensure that guest will be accompanied and supported (they may need to collect personal items) until they are transported to the hotel.
 - b. Ensure that their shelter bed will remain available for them upon return.
 - c. Any guest who has completed their isolation at OC will be provided with a release letter with their name and information.

Day 1: Next Steps following COVID+ Guest or Staff (Index Case):

- Disinfect all common areas. [CDC Positive COVID sanitation guidance](#)
- Gather **roster** and **visitor logs** for ACHCH review.
- Complete **shelter roster** (including all residents, staff all asap and send via **secure email** to ACHCH Shelter Manager Kari Jennings-Parriott @ kari.jenningsparriott@acgov.org (if you don't have secure email, please email Kari first and then she will open a secure email channel)
- Identify shelter Communications Lead and backup. Send names and contact info to kari.jenningsparriott@acgov.org
- Receive/Review/Update [Environmental Scan](#) google doc sent to you by Kari. Return ASAP.
- Help schedule best possible time for Rapid COVID Testing Team visit for COVID testing of staff, residents and volunteers. Plan on outreaching and creating a log of people to be tested.
- Identify Staff** that might have had direct, sustained contact (at least 10 min within 6') with Index Case. Instruct them to quarantine at home, and keep in touch with them. Staff that are Contacts with a COVID case who cannot quarantine at home (due to overcrowding) may be able to access Operation Comfort.
- Identify close contacts** to Index Case (close roommates, intimate or family partners, people who have had direct sustained contact). Refer to Operation Comfort (see above).
- Identify shelter/program staff able to support next day Rapid COVID Testing Team (Roles include managing residents, referrals to Operation Comfort and other support of the Team.
 - Plan on having residents sign a [Release of Information](#) form so that COVID test results can be shared between ACHCH, residents and shelter staff.

Day 2:

- Arrange to have shelter staff on site ready to receive testing team.
 - Team 1 staff will organize residents and provide education
 - Team 2 staff will register residents per instruction of the testing team
- Continue to disinfect regularly
- Continue to screen residents 2x daily for symptoms
- Continue to maintain quarantine and isolation as required in the shelter
- Identify supports that shelter may need in order to quarantine-or-isolate-in-place (food, supplies, staff, etc).

Days 3-4

- Receive COVID Test results, inform staff and residents, and refer to Operation Comfort as needed.
- Continue to screen residents 2x daily and maintain physical distancing.

- Based on results of testing, be prepared for public health recommendations regarding possible scenarios: shelter in place, isolation, quarantine, even closure of facility.
- Identify needed supports to enable compliance with Health Officer orders.

Days 5-14

- Continue to quarantine in the shelter if necessary.
- Continue to screen residents 2x daily and maintain physical distancing.
- In general quarantine/isolation ends after 10 days following positive case or 10 days after onset of symptoms that have subsided, plus one day after resolution of fever.
- In general, you will be contacted when a shelter guests will be released from isolation/quarantine at Operation Comfort, and guest will have a formal letter of release with their name.
- Maintain contact and communication with ACHCH.

Any questions please call Karri Jennings-Parriott, ACHCH Shelter Health Manager

Karri.jenningsparriott@acgov.org

Tel 510-472-4255