

Infectious Disease Management Plan and Resources

The Road Home

March 2020

COVID-19 Management Plan for all Facilities

The Road Home

UPDATED 03/17/2020

GENERAL FACILITY RECOMMENDATIONS

In order to ensure proper health and hygiene in our facilities, **the following measures are implemented on a regular basis** in our facilities:

- Posters showing proper hand washing technique are posted by all sinks.
 - <https://www.cdc.gov/handwashing/pdf/wash-your-hands-fact-sheet-508.pdf>
- Facial tissues are made available for staff and clients. Tissues help contain sneezes and coughs and provide a barrier for hands.
- Trash cans with liners are available for proper disposal of tissues.
- Gloves are provided for Operations and frontline staff.
- Information regarding hygiene and prevention is hung in common spaces throughout all facilities.
- High traffic areas and surfaces are routinely cleaned and disinfected with products that are approved by the Department of Health.

During a period of a contagious outbreak, the following measures will be put in place:

- Additional hand sanitizer dispensers will be installed at entry and in common spaces throughout resource centers and the housing complexes we operate.
 - Shelter guests are encouraged to access sanitizing materials and clean the spaces they frequently use
- Additional disposable antibacterial wipes and sprays will be available at facility entrances, in office areas, meeting rooms and common spaces.
 - Instructions about how to clean surfaces properly will be available at front desks and other high use areas.
- Additional surgical masks will be available at all facilities.
- Additional posters encouraging frequent hand washing will be posted in common areas.
 - <https://www.cdc.gov/handwashing/pdf/wash-your-hands-fact-sheet-508.pdf>
- Operations staff will be instructed to focus on wiping down door handles, stair railings and door push plates 1-3 times per day with Purell surface cleaner (work instructions for each site to be developed).
- Staff will be instructed to wipe down steering wheels, handles and other commonly used surface areas in agency vehicles.
- Visitors are not allowed on-site during this time.
- Community partners with essential functions will still be allowed on-site.

- **Ask:** Have you traveled outside of Utah? Where have you traveled to?
 - During business hours (8:00 AM – 6:00 PM) they can be transported to 4th Street Clinic for testing and assessment. (If you are transporting more than 1 person, please contact 4th Street to give them a heads up before transport: **4th Street Clinic Triage line: 801-833-5544 or 801-581-7475**).
 - Transportation – if available TRH staff will transport guest to 4th Street Clinic. If supportive staff are not on-site to assist with transporting cab vouchers can be used.
 - If 4th Street is not available, call **Utah Department of Health at 1-800-374-8824** to triage.
 - On the weekends or after hours call the **Salt Lake County Health Dept at 801-580-8597**.
- 4. Follow recommendations issued by the 4th Street Clinic or UDOH.**
- If multiple clients in our facility become newly sick exhibiting all 3 symptoms (fever of 100.4 F; cough; and shortness of breath) contact Salt Lake County Health Department at **385-468-4222**, or the emergency after hours number: **801-580-8597**.
- 5. Document in shift change for continuity of care.**
- Midvale POC and MRC POC will move it over to spreadsheet.
- 6. Identified point person for communication with 4th Street Clinic and Department of Health:**
- Day shift MRC
 - Person 1 – Tracy James
 - Person 2 – Kenneth Jordan
 - Person 3 – Clara Durham
 - Day shift MFRC
 - Person 1 – Moana Thompson
 - Person 2 – Emily Horton
 - Person 3 – Jeannette Garcia
 - Swing shift MRC
 - Person 1 – Antionette Brewster
 - Person 2 – Felicia Burnett
 - Person 3 – Kassandre Jimenez
 - Swing shift MFRC
 - Person 1 – Moana Thompson
 - Person 2 – Raquel Medina
 - Person 3 – Anna Garcia
 - Grave shift MRC
 - Person 1 – Selina Beans
 - Person 2 – Teuila Savea
 - Person 3 – Peter Ladua
 - Grave shift MFRC

- Staff may conduct a risk assessment with the guest.
<https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html>
- Offer the guest a bed placement in a dorm or area reserved for those who require additional health precautions.
- Provide any other reasonable accommodations.

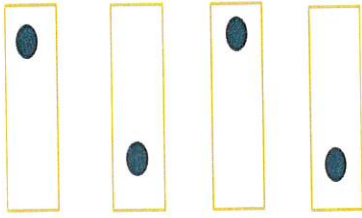
Midvale Family Resource Center

This procedure is to be used at all TRH Resource Centers during times of infectious disease outbreak. These questions will be asked upon intake, bed assignment and prior to security check when a guest is re-entering the facility.

At this time visitors (people who do not have an assigned facility bed) are no longer be accepted into the building to visit guests or case management teams. These guests will be provided services via phone.

Screen each guest with the following questions: (Please ask all 2 questions)

- 7. Question #1:** Do you currently have any of the following symptoms:
 - ☐ fever (100.4 or higher)
 - Offer the guest the **option** of taking their temperature.
 - ☐ dry cough (duration)
 - ☐ shortness of breath
 - Is it more difficult than normal?
- 8. Question #2:** Have you been in close contact with someone, including health care workers, confirmed to have COVID-19?
- 9. If clients report all three symptoms in question 1:**
 - Have client wear surgical mask
 - **Ask:** Have you traveled outside of Utah? Where have you traveled to?
 - During business hours (8:00 AM – 6:00 PM) they can be transported to 4th Street Clinic for testing and assessment. (If you are transporting more than 1 person, please contact 4th Street to give them a heads up before transport: **4th Street Clinic Triage line: 801-833-5544 or 801-581-7475**).
 - Transportation – if available TRH staff will transport guest to 4th Street Clinic. If supportive staff are not on-site to assist with transporting cab vouchers can be used.
 - If 4th Street is not available, call **Utah Department of Health at 1-800-374-8824** to triage.
 - On the weekends or after hours call the **Salt Lake County Health Dept at 801-580-8597**.
- 10. Follow recommendations issued by the 4th Street Clinic or UDOH.**



Client Cleaning: Cleaning supplies will be behind the desk for guests to use at any time to encourage cleaning in the facility. Messages will be paged throughout the day to offer guests cleaning reminders.

Vital Shelter Staffing: Four shelter staff are needed on for each shift daily at all shelter locations. If there are less than four staff on-site the shelter supervisor or team lead can access the “Vital Shelter Emergency Staffing” document (shared through OneDrive) to view which team member has signed up to assist with shelter coverage.

Staff who may have been exposed to a guest with symptoms should notify their supervisor and conduct a risk assessment. <https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html>

The nature of face-to-face services may change while a guest is assigned isolation status. (work instruction in development)

If an affected parent is unable to care for his/her children, staff will assist the family to contact other family members or friends for assistance. In the instance that these options are not a possibility, staff will assist in contacting additional support resources (such as Christmas Box House or the Division of Child and Family Services).

Animals: Guests should restrict contact with service animals while sick with COVID-19. Although there have not been reports of pets or other animals becoming sick with COVID-19, it is still recommended that people sick with COVID-19 limit contact with animals until more information is known about the virus. When possible, guests should arrange for a friend or other shelter guest to look after a service animal.

If a guest or member of their family identifies as having a health condition that puts them at greater risk of contracting COVID-19 staff may offer the following:

- Guest should be issued educational resources.
- Conduct a risk assessment with the guest. <https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html>
- Offer the family placement in a motel.

- *let HR know*
- *let your supervisor know*
- *consult with a healthcare professional via phone, if possible*
- *adhere to medical advice about when it is safe to return to work*

HOUSING

Vital Shelter Staffing

In the event that staff are needed to for vital shelter operations, housing teams will be redeployed to support vital shelter functions. Please see the COVID-19 Employee Procedure for further details.

Daily Operations

In order to protect the health and safety of both staff and residents, staff in housing programs will engage in the following additional measure during times of infectious outbreak:

- Desk staff at Palmer Court will engage in a sanitization procedure at least 1-3 times daily and other frequently used surfaces will also be sanitized by the Maintenance team.
- Staff will take steps to sanitize agency vehicles between each ride.
- Additional tissues, masks, wipes and hand sanitizer will be made available for staff use.

Palmer Court and Wendell

In order to protect the health and safety of both staff and residents, **the following protocol should be adhered to by staff when a resident reports COVID-19 symptoms.** This protocol may change based on instructions and advice from the Utah Department of Health.

- Resident/family will be issued educational resources.
- Resident/family will be issued face masks. These are kept at the desks and in the case management offices. New face masks should be issued daily.
 - The resident should always wear a face mask when interacting with staff and when in public spaces.
- Refer the resident/family to a local clinic or to the 4th Street Clinic for assessment and testing.
- If a resident has a confirmed case of COVID-19, the resident and staff will follow advice from DoH regarding quarantine outside of TRH facilities.

- Staff who may have been exposed to a resident with symptoms should notify their HR and their supervisor and conduct a risk assessment.
<https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html>

General Recommendations for Housing Staff

Healthy preparedness for clients:

- *Recommend that households refill necessary medications as soon as possible*
- *Recommend that households call a healthcare professional for concerns about symptoms (avoid the ER if at all possible)*
- *Distribute CDC and other fliers about healthy practices, prevention, and symptoms*
- *Be prepared to source and deliver additional food boxes, diapers, etc.*
- *For those living at Palmer Court or Wendell, be prepared to distribute surgical face masks to those who are sick and request that masks be worn in common spaces*

Healthy practices for home visits:

- *Inform households that*
 - *staff will not conduct a home visit while sick*
 - *staff will not conduct a home visit if a member of the household has flu-like symptoms*
 - *staff will keep a distance of approximately 6 feet during a home visit and at all other times when possible, as recommended by the CDC*
- *If a client requests that we don't visit during a period of infectious outbreak, we will respect that request*
- *If you are aware of clients who may have conditions that would make them more susceptible to contracting COVID-19, you may want to offer to adjust the frequency of face-to-face visits.*
 - *Consult with your supervisor about this on a case-by-case basis*
 - *Those most likely to become seriously ill from the virus includes people who are older and who are managing chronic health conditions such as COPD, cancer, diabetes, heart disease or lung disease.*
- *Explore alternative ways of communicating (phone, email, video chat, etc.) if you are unable to conduct a home visit*

Healthy practices for transportation:

- *Follow the guidelines outlined in the Car Cleaning Protocol*
- *Do not provide transportation for someone who is displaying flu-like symptoms*

Other client considerations:

COVID-19 Employee Procedure

The Road Home

The Road Home's administrative team will communicate clearly with all staff about our infectious disease prevention and management plan.

Our Human Resources staff will coordinate closely with the Utah Department of Health on actions taken regarding the prevention and management of infectious disease in the workplace. Employees may also refer to the following resources for updated information:

- Utah Coronavirus Task Force <https://coronavirus.utah.gov/>
- Centers for Disease Control and Prevention
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- Salt Lake County Health Department <https://slco.org/health/>

PREVENTION

The following are recommendations that our staff are encouraged to implement regularly and especially in times of contagious outbreaks.

Staff Recommendations

In order to maintain a healthy workplace every day, there are **healthy habits all staff are encouraged to follow including:**

- Model and encourage good hand hygiene. This includes-
 - Wash hands immediately after using the toilet.
 - Wash hands before serving, preparing or eating food.
 - Wash hands before and after providing any "hands on" assistance to clients (such as assisting with mobility, balance, health or hygiene needs).
 - Wash hands after handling clients' unwashed clothing or bedding.
 - Wear gloves when handling client belongings to reduce the risk of infection from bacteria, viruses, lice or mites, and to reduce the risk of infection by needle stick.
 - Clean/wash their hands often with an alcohol-based hand sanitizer that contains at least 60-95% alcohol, or wash their hands with soap and water for at least 20 seconds. Soap and water will be used preferentially if hands are visibly dirty.
- Wear aprons/coveralls and gloves when handling soiled laundry to reduce the spread of germs.
- In addition to Operations' staff regular cleaning, all staff should perform routine environmental cleaning, such as wiping down frequently touched surfaces in the workplace, including personal workstations, countertops, and doorknobs.

- **If an employee is confirmed by medical testing to have COVID-19**, the Supervisor will inform fellow employees of their possible exposure in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). Employees exposed to a co-worker with confirmed coronavirus should refer to CDC guidance for how to conduct a risk assessment of their potential exposure. <https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html>
- **Employees who are well but who have a sick family member** at home with coronavirus should notify their supervisor and refer to CDC guidance for how to conduct a risk assessment of their potential exposure (see link above).
- When appropriate, Human Resources staff will contact the Salt Lake County Health Department to report a respiratory illness cluster at 385-468-4194.

Working from Home

During a period of contagious outbreak, staff that provide non-essential services (i.e. services that are not related to shelter operations) may be authorized to work from home. This will be determined on a case-by-case basis with each staff person's supervisor; the plan may also be developed in consultation with HR if necessary.

Staff who are authorized to work from home:

- Will have a pre-arranged plan in place with their supervisor (how many hours per day, what duties, etc.)
- If staff is responsible to track their hours in ADP, they will continue documenting hours using that standard procedure.
- Staff may need to supplement any hours not worked with sick or vacation time.

Employees with specific health concerns may also be authorized to work from home. The above protocol applies to those individuals as well.

Meetings and Outreach Services

During a period of infectious outbreak, internal and external meetings may be cancelled or conducted via Zoom or teleconference. This will be necessary particularly when mandated by local, state or federal government.

Staff that have been assigned to work at other agencies or other resource centers in the community may be asked to temporarily cease outreach functions in favor of conducting regular business over the phone.

Back-up Staffing Plan

Back-up Staffing Plan
The Road Home

Department:

Department Director:

Signature: _____

Team:

Team Supervisor:

Signature: _____

Please identify below the **critical positions** that must be staffed in your team. A critical position is one that has to be staffed in order to maintain a minimum level of service. For example, we cannot operate a resource center without front desk staff, security, daily cleaning, serving meals or IT supports.

In order to identify qualified staff who can serve as a backup for critical staff, please list the skills necessary to effectively fulfill each position (i.e. must know how to use HMIS, must understand how to monitor cameras, must know kitchen procedures, etc.). Obtain agreement from the individuals you've identified prior to listing their names below. Please also obtain agreement from the staff person's supervisor if the individual you've identified works on a different team/department.

Once completed, submit your plan to both your Supervisor and Department Director for approval.

Position:

Necessary Skills:

Backup Staff:	Phone:
Backup Staff:	Phone:
Backup Staff:	Phone:

Vital Resource Center Operations Back-up Staffing Plan

If resource center staffing becomes limited (due to illness, state or federal mandate, etc.), all non-essential functions at the agency will be re-deployed to support essential shelter functions.

In order to operate a resource center, a minimum of four staff per shift are needed. Staff will be asked to sign up for day, swing and grave shifts each day, including three backup options for supervisors to reach out to. Backup staff will be provided with instructions and workflows for each facility.

Providing back-up staffing is one way for staff who may not be able to perform their regular duties to still work 40 hours per week. Staff who may struggle to find childcare while schools are closed may also find the flexibility of working different hours to helpful during this time.

Back-up staffing plans for resource centers will be scheduled two weeks ahead of time. Supervisors will assess the need for continued back-up staffing every two weeks.

*This back-up staffing list will extend to the Sugarhouse Temporary Shelter and Palmer Court as necessary.

The Road Home Operations Cleaning Procedure COVID-19

Men's Resource Center and Midvale Family Center

The Operations team at The Men's Resource Center and Midvale Family Center will step-up their cleaning routines already in place. This will be initiated by focusing on specific areas identified (High Touch Areas) by the CDC as trouble spots for the spread of the COVID-19 Virus. Operations will assist with supplying the needed cleaning supplies and information to staff.

How the Operations staff will clean and disinfect high touch areas:

Disinfecting Products

1- Disinfecting wipes: Wipes will be used frequently on all surfaces. Wearing gloves using one wipe, cover the entire surface area with the wipe and let the area dry. Re-wipe the area if it has been touched or within two hours of the last cleaning. Wipes should be disposed of in the trash immediately after use. **Do not use more wipes than necessary during each cleaning. Used wipes will be disposed of properly in the trash.**

2- Purell Surface Cleaner: Wearing gloves and using a clean cloth, spray the Purell directly into the cloth. Wipe down the high touch surface area completely and allow to dry. **Do not use more Purell than necessary.**

3- Diluted Bleach (Only to be used if the above is not available) bleach will be mixed according to CDC guidelines). The Operations staff will prepare spray bottles for staff to use, and distribute to staff to use in their work locations.

Along with our regular daily cleaning procedures high touch areas will be cleaned:

- During all three shifts at the MRC staff will be wiping down all door handles, push plates, hand rail (stair and handicap toilet rails), toilet and urinal flush knobs, toilet stall doors, drinking fountains, all table tops. Midvale Operations staff will clean between 7:00 am and 7:00 pm. Midvale shelter Advocates will need to monitor and clean high touch areas as needed on Graveyard shifts.
- Operations staff will make regular rounds throughout the building(s) during shifts cleaning high touch areas.
- Shelter Advocates at the MRC and Midvale Family Center will assist in cleaning, by sanitizing all high touch areas within the main lobby and the second floor work stations at both locations.
- All staff will be pro-active by keeping their work areas and meeting areas sanitized before use and during their shift. Staff will be responsible for obtaining supplies directly from Operations staff.

Sanitize & Disinfect Work Flow

Updated: 3/17/20

Germes on surfaces can make you sick. Protect your health.

WORK STATION/DESK AREA CLEANING

1. Protect yourself – always wear gloves when cleaning surfaces at your work station.
2. Clean surfaces to remove dirt – Before disinfecting or sanitizing. Use a clean rag, or paper towel to clean surfaces.
3. Spray and leave sanitizer/disinfectant on the surface for the label's recommended amount of time.
4. Dry surface with a clean paper towel or let the surface dry.
5. Make sure garbage's are emptied after each shift.
6. Clear clutter from around the desk areas; throw away any unwanted or unused items.
7. Make sure floors are clean of any food or garbage. Sweep or vacuum under all items that are stored under the desk area, filing cabinets etc.
8. Put all items away in their proper place.

Purell Surface Sanitizer: This product should be used after desk area is cleaned. This product is provided at each desk area for staff use. This product should be left on surface for 30 seconds before being wiped off.

Clorox Disinfecting Wipes: These should be used sparingly and as a disinfecting process after cleaning.

Facial Tissue: These should be at the desk and readily available to staff, residents or guests if they are coughing or sneezing.

Hand sanitizer: There should be an individual bottle at the desk for staff use and also wall dispensers of hand sanitizers. Please notify custodial staff if the wall dispenser needs to be refilled.

DAILY SANITIZING & DISINFECTION

Sanitize frequently touched surfaces 1-3 times daily: Telephones, keyboards, computer mouse, drawer handles staplers, door knobs, railings, light switches, remotes, etc.

The Coronavirus can live on hard surfaces for up 72 hours. Please make sure that you are disinfecting your desk area during each shift.

Infectious Disease Car Cleaning Protocol

Updated 3/17/2020

Car Cleaning Protocol

- 1 - Put on rubber gloves.
- 2 - Use spray bottle of cleaner to spray down any surfaces you or your passenger may come in contact with (door handles, seat belts, etc).
- 3 - After spraying with cleaner, wipe down surfaces with a paper towel.
- 4 - Throw away the towel and gloves in the garbage bag provided in the car and throw away the bag.

Car Cleaning Protocol

- 1 - Put on rubber gloves.
- 2 - Use spray bottle of cleaner to spray down any surfaces you or your passenger may come in contact with (door handles, seat belts, etc).
- 3 - After spraying with cleaner, wipe down surfaces with a paper towel.
- 4 - Throw away the towel and gloves in the garbage bag provided in the car and throw away the bag.