

# CUCS | Janian Medical Care

## COVID-19 (Coronavirus) UPDATE

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### **PROTOCOL OPERATING PERMANENT SITES (INCLUDING ACT) WITH QUARANTINED CLIENTS**

**This interim guidance is based on what is currently known about the coronavirus disease 2019 (COVID-19). CUCS and Janian will update this interim guidance as needed and as additional information becomes available.**

#### **Introduction**

This protocol gives guidance on procedures to implement when a client needs to quarantine themselves at a Permanent Housing Site. Please take the following steps:

#### **Disinfecting Area where Client was Present**

If the client was in a particular room or office prior to being quarantined, ask maintenance to thoroughly clean and disinfect that space. The space will remain closed until the deep cleaning is completed.

#### **Notifications**

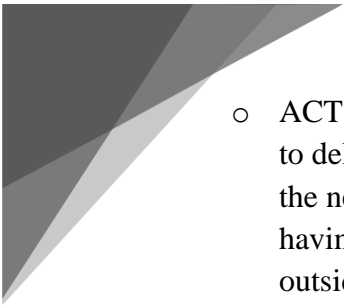
Inform the PD, PD will inform DCPO, Janian Medical Provider, property management staff and all site staff that there is a client who needs to be quarantined.

#### **Counseling Client on Quarantine Procedure**

- It is best to counsel the client by telephone to avoid transmission of the virus. Ask the client to call you from their unit.
- Explain the reasons the client need to be quarantined
- Consult with the Janian provider to determine how long the quarantine may last and inform the client.
- Ask the client who they have been in contact within 2 days of the start of symptoms. This may include staff, clients, friends, family.
- Explain to the client that it is very important to follow the protocol to avoid the spread of the COVID-19 virus.
- Provide the client with the CUCS Self Quarantine Guidance letter.

#### **Supplies Needed (Food, Water, Toiletries etc.)**

- Ask the client if they have enough groceries, water, toiletries etc. to last for two weeks.
- Ask the client if they have funds and/or SNAP benefits to purchase these items. If they do, assist the client in purchasing these items by phone and arranging for delivery.
- If they do not have enough money, use agency funds to provide needed items.
- Inform security that staff should be called when delivery arrives. Staff should then call the client and inform them that the items will be brought to his door. Stand 6 feet away from the door and ensure the items are collected.
- Staff member will keep a COVID-19 log book and have client name, date of purchase, date of delivery if different, total amount, brief description of items and will save the receipts in an envelope. Clients will not need to sign budget forms or receipt forms.
- For ACT clients that live in other supportive housing or shelters:

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- ACT staff will follow the same guidelines outline above but will not go inside the program to deliver supplies. ACT staff will coordinate with program staff to ensure client receives the necessary supplies. This can mean: having supplies delivered directly to client, having supplies delivered to program staff to leave for client, or meeting program staff outside to give them medication or supplies for clients.

### **Medication**

- Ensure that the client has enough medication. Call in refills for client if needed. Tell the client that you will make arrangements for medication to be prepacked, if on AWSAM, and brought to their apartment. Consult with Janian provider to determine how far in advance (i.e. daily, 2 or 3 times a week, weekly) the client can be safely prepacked in order to minimize contact.

### **Substance Abuse**

- Ask the client if they have an alcohol problem that would make it difficult to remain quarantined. Consult with Janian psychiatric provider who will take the lead in determining if the client is in danger of going into alcohol withdrawal if there is no access to alcohol. If so, work with Janian psychiatric provider to determine how much alcohol should be obtained each day for client.
- Ask the client if they are on Methadone. If yes, call the Methadone program and explain the situation to see how the client can obtain the Methadone without going to the clinic. Involve the Janian psychiatric provider in finding a solution.

### **Smoking**

- Ask the client if they smoke cigarettes. If this is a non-smoking building, clients will be allowed an exception to the rule and will be allowed to smoke in their apartment.

### **Disposing Trash**

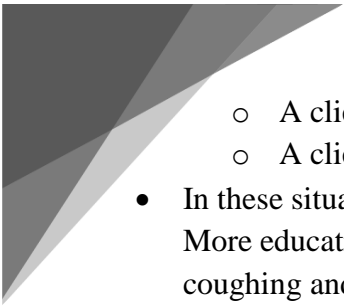
- If there is trash that needs to be disposed, the client should inform maintenance.
- Maintenance will follow procedures on how to properly handle items which may be contaminated with the COVID-19 virus.

### **Telephone Check-Ins**

- Check in with quarantined clients by telephone at least once a day for the following reasons:
  - To check on any developing or worsening medical symptoms (inform Janian provider)
  - To provide emotional support
  - To check if there are any issues that require psychiatric follow up (consult with Janian provider)
  - To check if they have enough supplies
  - To check on any other needs the client may have
  - To check vulnerable clients (Consult with Janian to determine frequency of check-ins with vulnerable clients)

### **Non-Compliance with Quarantine Procedures**

- There may be instances when clients refuse to follow the quarantine procedures. This may happen for the following reasons:
  - A client becomes restless, or anxious from having to remain in a small area for so long.
  - A client may be having psychiatric issues.

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- A client has cognitive issues that make it difficult to understand the need for quarantine.
  - A client may have a need or desire to obtain drugs or alcohol.
  - In these situations, staff should do their best to counsel the client to follow quarantine protocol. More education should be given. Staff should prioritize their efforts to those clients who are coughing and have a fever as they will be the most contagious. Staff should consult with their PD, and PD should consult with Janian provider and DCPO to see if anything can be done. We should be creative and think “outside the box”. Each case may require a different response. If they insist on going out, clients with coughs should be given a mask. There will be times when we try our best but are unable to get clients to follow the protocol.

### **Informing Other Clients**

- It is very important that other clients or visitors do not come in contact with the person who is quarantined. All clients will be informed via letter when the first COVID-19 test and first COVID-19 positive result occurs in the building. The letter will include reminders of precautions to take to minimize exposure and risk.
- Other clients will not be told the name or location of the client who tested positive.

### **Follow up with persons that client was in recent contact**

- Ask the client who they had close contact with and talk to staff about client’s usual contacts. Ask staff if they had close contact with client.
- Close contact is defined as in-person interaction for more than 10 minutes, within 6 feet, within 2 days of first symptom)
- For any client who was a close contact of a person who tests positive, inform the client that we believe they had a close contact with a person who has tested positive and recommend that they must quarantine for 14 days. Inform PD, DCPO and Janian if they develop symptoms.
- Staff identified as a close contact of a person awaiting a test result should stay home until result is returned. If positive result, staff will be instructed to quarantine and not come to work for 14 days and let us know if they develop symptoms.
- If the person who had close contact is a family member or friend of the client, ask the client for permission to inform that person. Although we are not required by funders or regulatory bodies to inform others, it would be good for the health of the wider community.