

COVID-19 Related Housing Referral Protocol

External Partners

Basic Program Information

The goal is to keep individuals that are sick or may be sick away from other people. Isolation keeps sick people away from others, quarantine keeps those that are not actively sick but may be incubating an illness away from others.

- Isolation is typically 10 days from onset of symptoms & no fever for 24 hours without fever reducing medicine and other symptoms improving. Patients who never had symptoms isolate for 10 days from their test result. Patients who have been quite ill/ in the hospital for COVID or have severe immunocompromise are isolated for 20 days from the onset of symptoms. Duration will be guided by Communicable Diseases' recommendation.
- Quarantine is typically 14 days from the last day of contact with a known positive contact.

Criteria assistance

Confirmed Cases of COVID-19

- Individuals in multi-generational households
- Individuals in congregate settings (Examples: Shelters and Long-Term Care)
- Individuals whose life circumstances place them at high-risk for infecting others

Close Contact of COVID-19 Cases (Note: those referred from a hospital site or healthcare system must have been tested for COVID-19)

- Individuals in congregate settings (Examples: Shelters, Long-term Care, or Recently Released from Incarceration Facilities)
- Individuals whose life circumstances place them at high-risk for infecting others.

Individuals exhibiting or reporting symptoms of viral respiratory illness, with unknown COVID-19 status (Note: those referred from a hospital site or healthcare system must have been tested for COVID-19)

- Individuals in congregate settings (Examples: Shelters, Long-term Care, or Recently Released from Incarceration Facilities)

Referrals are accepted from:

- Congregate shelters, including contracted and community-based partners
- Social Distancing Shelters (SDS)
- Street outreach partners
- Hospitals and health systems

- Multnomah County Communicable Disease
- Community Health Workers
- Case Managers
- Parole Officers

Guests must meet the following criteria for admission:

- Must be a Multnomah County resident.
- Exhibiting or reporting symptoms of viral respiratory illness, with unknown COVID-19 status
- **Those referred from a hospital site must have been tested for COVID-19.** If you are a health care provider that is testing you are obliged to test people yourself. If the healthcare setting does not have capacity to test, Multnomah County can provide alternative testing options.
- Not currently suicidal and no history of attempts in the past 90 days.
- Agrees to not engage in harm to self or others while in COVID-19 Related Housing .
- Understands that the COVID-19 Related Housing being provided is not a medical facility.
- Guest must sign a limited release of health information to include respiratory viral test results and the Guest Agreement upon entry. (APPENDIX B).

Discharge Policy

Referring partners are responsible for the discharge planning and care of the guest upon their exit from the COVID-19 Related Housing. Multnomah County's Community Cares Coordinators will inform referring partners when a guest they have referred to COVID-19 Related Housing is cleared to leave. Multnomah County does not have additional shelter capacity. Entry to our congregate shelter environments has not changed. Partners should call 211 for the most up to date information.

Guest Guidelines

- Guests are allowed one companion, with an exception for families with children under 18. This companion is someone who is already their partner/companion, not someone they invite to join them for the hotel stay. Intent here is to balance exposing others with the need for a support person to be allowed to join them and assist in their care.
- Guests are allowed to bring their companion animals, as long as they are able to care for the animal's needs. Pets must be on a leash while outside the guest's room and during wellness checks.

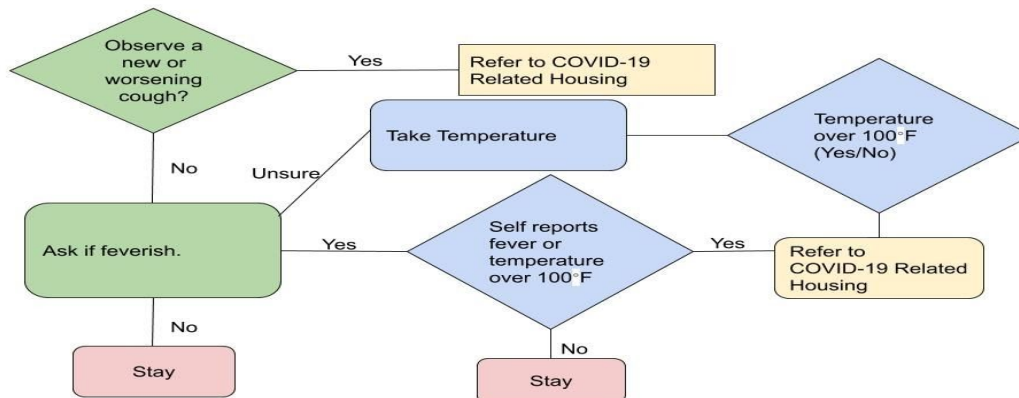
- No visitors are allowed.
- Guest agrees to follow procedures that help minimize the spread of the disease (honor system), including:
 - Guest will self-mask when they exit the room and when interacting with staff.
 - Guests will remain in their room as much as possible.
 - Guests will avoid congregating and will maintain at least 6 foot distance from other people at all times.
 - Guests will place laundry in a bag outside the room every 5 days and hotel staff will launder.
 - Guests will place trash cans outside the room every 5 days and hotel staff will empty trash.
 - See full Guest Agreement document attached (APPENDIX B).

Referring someone to the Voluntary Isolation Motel Shelter Program

Step 1: Referring partner conducts in-person assessment to determine if there is a need to refer the guest to COVID-19 Related Housing. Mask the sick person and request them to isolate at least 6 feet from others.

- If the guest needs immediate medical attention because of their symptoms, seek appropriate medical care.

Decision Tree for Respiratory Symptom Screening, updated 8/11/2020



- Since taking a temperature involves getting closer than 6ft, it is preferable to ask the guest to wear a mask during this process.
- Facilities can use their own wisdom about guests taking their own temperature, being careful to disinfect any items that more than one person will be touching
- Do not note actual temp or symptoms. This is personal health info and should not be documented.

Community Cares Coordinators Referral Line: 503-318-9262

Step 2: If the referring partner determines the guest needs to be relocated, they contact the **Community Cares Coordinator at 503-318-9262.**

- Coordinators availability hours are: **24 hours / 7 Days a week**
- The partner should follow standard procedures for infection control and caring for a symptomatic guest until the referral is completed.
- If you need medical advice, call the medical triage line at 503-988-9429.

Step 3: The Coordinator will ask a series of questions (APPENDIX A) to determine program eligibility and gather necessary information.

Step 4: Referring partner is to arrange transportation to the motel shelter and confirm that transportation with the Coordinator. If possible this step should be completed while the referral process is taking place.

Step 5: Once the referral process is complete and transportation has been arranged, transport the guest to the motel shelter.

APPENDIX A:

Eligibility & screening questions

ESSENTIAL QUESTIONS

1. What is the guest's preferred name?
2. What are the guest's preferred pronouns?
3. What is the guest's date of birth?
4. What is the guest's current location?
5. Who is referring the guest? [Name, Agency, Direct Phone for contacting at discharge]
6. At discharge, will this person return to their current housing location (conditional question).
7. If no, is there a plan in place for housing support upon discharge.
8. If no, who is the right person for us to speak to about discharge planning (Name, agency, phone, email).
9. [If referring from social distancing shelter]: What is the most recent non-social distancing shelter they were at?
10. What is the date of the referral?
11. What is the partner's plan to transport the guest to the motel shelter?
12. What is the approximate time the guest will arrive at the motel shelter?

Medical Questions

13. What NEW and/or WORSENING symptoms does the guest currently have?
14. What day did the guest begin having NEW and/or WORSENING symptoms? (if applicable)
15. Does the individual have new or worse loose or liquidy diarrhea that has occurred at least three times in the past day?
16. Does the individual have any of the following (check all that apply). If more than one is selected, referral specialists should notify public health to schedule a Shigella Test. Call the Medical triage line if you need input about the medical screening.
 - a. frequent bouts of stooling (usually smaller/squirty poops; may be bloody or mucousy)
 - b. crampy belly pain
 - c. painful feeling like you have to poop (and may not have any poop come out)
 - d. fever/chills
 - e. nausea/vomiting

17. Has the guest been diagnosed with, or being tested for, Shigella?
18. Has the guest received an influenza test? If yes, what was the result of that test?
19. Has the guest received a test for COVID-19? If yes, what was the date / result of that test?
20. Is the guest being referred for contact to a COVID case rather than symptoms? If yes, last contact with COVID case.
21. Is the guest stable enough for a hotel right now? (Yes/No) If no, the referral specialist should call the medical triage line.
22. Is the guest currently experiencing homelessness?
23. Is the guest able to self-care, including toileting, showering, and feeding themselves?
24. Is the guest able to climb stairs?
25. Does the guest use any mobility devices, such as a wheelchair or walker?
26. Does the guest have any disabilities that may affect our ability to provide them with services?
27. Is the guest currently feeling suicidal, or do they have a history of attempts of suicide in the last 90 days? If 'yes' to first question, guest is not eligible for Motel Shelter Program and SDS needs to call Multnomah County Crisis Line for assistance: 503-988-4888.
28. Does the guest have any mental health conditions?
29. Is the guest in recovery?
30. Is the guest receiving any drug or alcohol treatment? If so, what kind and where from?
31. Does the guest anticipate any withdrawal symptoms from lack of access to substances, if so, does the guest have a plan to keep themselves well during their stay?

LOGISTICS QUESTIONS

1. Does the guest have pets? If so, what type of pet?
2. If the guest has pets, do they require any resources to maintain its health and wellbeing?
3. Does the guest have a PCP or clinic they usually go to? If so, who/where?
4. Does the guest take prescription medications and have the ability to obtain refills?
5. Does the guest have any chronic conditions? (ex: heart disease, lung disease, HIV/AIDS, diabetes, etc.)
6. Does the guest experience seizures? If so, are they controlled by medication?
7. Does the guest have any dietary allergies or restrictions?

APPENDIX B: Guest Agreement Document

Printed Name of Guest: _____

Purpose

This document (guest agreement) sets forth certain rules and limitations governing the provision of space through the Voluntary Isolation Motel Shelter Program described in this document. FOR PURPOSES OF THIS DOCUMENT, YOU, THE PERSON NAMED ABOVE, ARE A “GUEST” AND YOUR USE OF THIS SPACE IS GOVERNED AND LIMITED BY, AND SUBJECT TO, THIS GUEST AGREEMENT

Program Overview

Multnomah County opened the COVID-19 Related Housing (Program) to provide a safe place to self-isolate and recover for people experiencing homelessness who exhibit symptoms of viral respiratory illness. This program offers a short-term, temporary space for Guests to stay while they recover from these symptoms. The COVID-19 Related Housing Program is not transitional, rental, nor permanent housing, and no tenancy or other exclusive property interest in the space is established, intended, or expected. The details of exiting the Program are provided below with the general expectation being that Guests will return to their previous location and that Program staff (Staff) are unable to connect Guests to other resources or programs.

Staff will provide three meals a day, help address your questions or concerns, and do regular Guest wellness checks, including at-room checks in accordance with Staff’s schedule. Staff cannot provide other services such as case management, medication management or medical care. The Program is staffed 24/7 and staff will rotate frequently throughout the day and night.

Approximate Daily Schedule

- 8:30am - Breakfast
- 12:00pm - Lunch
- 6:30pm - Dinner
- 9:30pm - Final Wellness Check with knock on the door (other checks and room inspections will occur in Staff’s discretion and in accordance with Staff’s schedule)

Expectations for your Stay

All Guests and their companions must comply with the following expectations; failure to comply with these expectations may result in Guests being removed from the Program and required to leave the Program property:

Community Commitments

- All Guests have the right to be treated with dignity and respect, and are expected to treat others with dignity and respect. This includes respect for physical safety and well-being.
- Do not engage in violence or intimidation of any kind. This includes hate-speech, derogatory comments and/or oppressive language.
- Treat the motel property with respect. Do not alter or damage the rooms or their contents. Assist in keeping the building and grounds clean and free of trash and debris.

General Safety Guidelines

- Guests are expected to be in Program rooms as much as possible during their stay.
- Call the staff desk if you need to speak with Staff or require assistance. Staff will address your concern as soon as possible.
- Guests must wear a mask when opening the external door to the Program room or whenever outside of the Program room.
- Guests are expected to practice social distancing by staying 6 feet away from other Guests and staff.
- Staff will deliver food to the door of your room at meal time to support self-isolation and comply with social distancing.
- Staff will conduct in-room wellness checks and room inspections throughout the day and evening in accordance with Staff's schedule. Please answer the room phone and reply to knocks on the door to confirm your presence. If there is no answer after multiple knocks and/or phone calls, Staff will enter the room to check on Guests.
- Guests are prohibited from entering the Program rooms of other Guests and from allowing other Guests into Program rooms.
- Guests are not permitted to have visitors.
- Guests may not light anything on fire (including cigarettes, incense, candles, stoves, etc.) inside the Program rooms.
- Guests may not have weapons in or around the Program property. If you have a knife with a blade of six inches or less, you must provide it to Staff who will store it for you; all other weapons must be stored off site.

COVID-19 Testing

- Guests who have not already been tested for COVID-19 will be offered a test on-site.
- A medical professional will reach out to you directly to share your results. Non-medical Staff will not have access to your results and you do not have to share your results with anyone.

Leaving the Property

- Guests must notify Staff when coming and going from the Program property. Before leaving the Program property, you are expected to check in with a Staff member to identify where you are going and when you will be back. You are also expected to notify a Staff member upon your return.
- As a safety precaution, if a Guest does not check in to the property within 2 hours of the anticipated return time for such Guest or after a missed wellness check or room inspection, the Guest's room key will be deactivated and that Guest will need to check in with Staff to reactivate it.
- If Guests leave the Program property for more than 24 consecutive hours, such Guest may be removed from the Program and required to leave the Program property.

Room Provision and Maintenance

- Program rooms shall be assigned to Guests by Staff; continuing use of a room is not guaranteed to Guests beyond a daily basis; and Staff may re-assign Guest to a different room as necessary for Program operations.
- Staff may enter rooms in accordance with Staff schedule for wellness check and other room inspections, including inspections for compliance with this guest agreement
- Program rooms are provided to Guests free of charge; Guests may be charged for the cost of property damage caused by an act or omission of Guest.
- Guests are expected to keep their designated Program rooms clean and undamaged.
- Guests may have limited personal belongings in Program rooms, and are not allowed to bring any furniture, appliances, or large electronics into Program rooms or otherwise onto the Program property.
- Guests cannot smoke in Program rooms, but can smoke in designated smoking areas on the Program property. Guests are expected to keep a 6 foot distance from other Guests and Staff while smoking.
- Guests must tie up their garbage and place it outside their designated Program room on a daily basis for collection by Staff.
- Guest shall remove their linens (bed sheets and bath towels) from their designated Program room by placing the linens in a plastic bag (provided by Staff) outside the Program room door on a weekly basis as specified by Staff. Staff will provide clean, replacement linens; Guests are responsible for making the bed with the clean, replacement linens and restocking the bathroom with the clean, replacement towels.
 - Please note: There is a bed cover on each mattress for health and safety reasons. Do not remove the bed cover.
- Guests can request to have their personal clothing laundered. Do NOT mix your personal clothing with the Program room linens (towels and bedding); and do NOT include shoes or trash with personal clothing when sending it to be laundered. Personal

clothing to be laundered shall be placed in plastic bags provided by Staff outside the Program room door on a schedule specified by Staff

- Please note: the program is not responsible for any damaged or lost items in the laundry, and may not be able to control for any sensitivities to the laundry detergent.
- If a Guest has a pet or companion animal, Guests are responsible for taking care of and picking up after the pet or companion animal. Let staff know if you need supplies, food or veterinary care for your pet or companion animal. Staff will do their best to connect Guests to available resources.
- Guests are responsible for immediately notifying Staff about any safety or maintenance issues in Program rooms. This includes, but is not limited to, plumbing issues, damaged property, and pests (bed bugs, flea, lice, mice, roaches, etc.).

Termination from the Program

- Guests will be excluded from the Program and the Program property if Guests: damage property, steal, and/or harass or assault other Guests or Staff.
- Any failure by Guest to comply with this guest agreement is cause for removal of Guest from the Program and the Program property

Program Exit

- On-site Wellness Safety Staff will do regular Wellness Checks, including in-room checks, each day to check on Guests and monitor your respiratory symptoms in accordance with such staff's schedule.
- On-site Wellness Safety Staff, in consultation with a team of communicable disease staff, will determine when a Guest is "cleared to leave the Program"; whether or not medically cleared, Guests may leave the Program at any time at their discretion.
- A staff member will notify Guest when cleared to leave and help coordinate with Guest's referring partner to exit the Program. Guests shall work cooperatively with all staff to exit the Program promptly after being notified that Guest is cleared to leave (typically same day). Program rooms are not available to individuals that were previously Guests but have been cleared.
- At exit, the general expectation is that Guests will return to their previous location. Staff are unable to connect you to other resources or programs. Please continue to work with the organization that referred you to the motel shelter to access needed resources and services.

Guest Certification

By signing below, I, the Guest named on Page 1 of this document, certify that I was given the opportunity to ask all questions about the meaning of each and every provision of this guest

agreement and that I understand and voluntarily agree to each and every provision of this guest agreement and the expectations that arise from it.

Guest Signature: _____ Date: _____

Staff Certification

By signing below, I, Program Staff, certify that I provided Guest the opportunity to ask all questions about the meaning of each and every provision of this guest agreement and that I answered all such questions to the best of my ability and it appeared to me that, at the time of signing this guest agreement, Guest understood and voluntarily agreed to each and every provision of this guest agreement and the expectations that arise from them.

Staff Signature: _____ Date: _____