

Appendix 3.9

Providing Support for Participants to Stop the Spread of COVID-19

Advocates will provide support for participants required to isolate or quarantine, and will maintain required record-keeping.

1. Read and become familiar with **MDH Toolkit**, the document **COVID-19 Information for Shelters** and other information located in the **COVID-19 Resources** folder in the Dropbox.
2. Upon receiving a request to shelter someone who has been exposed to COVID-19 or who is experiencing possible symptoms; or if someone in the hotel exhibits symptoms, tests positive for COVID, has been in close contact with someone with COVID, or has traveled outside the state; take the following steps:
 - a. Call [Coordinator] to ensure a consistent response.**
 - b. For **each person** seeking to come to the hotel, determine what if any symptoms they are having and date of onset.
 - i. Fill out the Quarantine and Isolation Monitoring Form for each person in the household
 - ii. Use the COVID tracker to determine when Q/I should end and write it on the form.
 - c. Ask if they have had a COVID test and if so, the date and result.
 - d. Inform the person that if they are having symptoms they will need to isolate until **ALL of the following** are true:
 - i. Fever below 100.4 for at least 24 hours without fever-reducing medication
 - ii. At least 10 days have passed since symptom onset
 - iii. Symptoms have improved
 - e. If the person is coming because of exposure to COVID, find out date of exposure. They will usually be required to quarantine for 14 days from date of last exposure.
3. When the person arrives at the hotel, provide them with a mask and maintain social distancing while in their presence.
 - a. Show them to their rooms and provide key cards.

- b. Print and give them the quarantine/isolation letter (located in the COVID-19 Resources folder in the Dropbox).
 - i. Explore with the participant any concerns they might have about isolation, e.g., being away from work, keeping themselves or children occupied, feeling lonely or isolated, etc., and problem-solve with them. Offer to advocate with employers if necessary, look for toys for children, etc.
 - ii. Review the Q/I agreement attached to the letter. Emphasize that if they are unwilling to follow the requirements, they will not be able to stay at the hotel.
- c. Conduct intake over the phone
- d. Deliver the forms requiring signatures to the room so the person can sign them. **Do not** give the person forms to fill out. Follow up within 30 minutes to pick up the forms and place in the participant's file.
- e. Emphasize that isolation or quarantine means that generally they must remain in their rooms during the isolation or quarantine period, as follows:
 - i. They are permitted to go to doctor's appointments and to leave their rooms for short periods of time for exercise.
 - ii. Smokers may take a brief smoke break.
 - iii. When outside their rooms they must wear masks and remain at least 6 feet away from others.
 - iv. Staff will bring their meals and leave them outside the door.
- f. Record on the white board which rooms are in isolation/quarantine, date of intake and date isolation/quarantine is over, using the COVID tracker located in the Dropbox and in consultation with the referring shelter. **NOTE: The date when isolation or quarantine is over is not directly related to whether or not someone has a test. A negative test can qualify someone for early release from isolation/quarantine, but the situation can change depending on the timing of the test, whether someone develops symptoms, or whether the person comes into close contact with an infected person.**
- g. Email [name] at MN Department of Health at [\[email\]](#) and [name] at Dakota County Public Health Department [\[email\]](#). Describe the situation and ask if the anticipated date for release from Q/I is correct. Copy program coordinator in the email.

- h. Notify [onsite supervisor] about which rooms are involved so she can arrange for special cleaning.
4. Provide daily support as follows:
- a. In the morning, call the rooms by 8:30 AM and ask what they want for breakfast.
 - b. Pick up breakfast and leave it outside the door.
 - c. If you do not reach them, get a breakfast bag and put it in the office so the participant can have it later.
 - d. At least once during the day, conduct symptom screening and fill out the Quarantine and Isolation Symptom Monitoring Form.
 - i. Use temporal thermometer by slowly sweeping the thermometer across the person's forehead from a distance of about 12 inches.
 - ii. Ask about symptoms and record on the sheet.
 - iii. If someone gets a COVID test, note date of test and follow up to find out result.
 - e. Deliver lunch and dinner to the rooms and leave them outside the door. Respond to requests for snacks or other supplies.
 - f. Remind participants as needed of the isolation/quarantine requirements.
 - g. Isolation and quarantine are very difficult and lonely. Check in at least at least once per shift by phone just to see how the participant is doing and to find out if they need anything.
5. **If a participant is not compliant with Q/I restrictions**, the advocate who sees this must immediately remind the participant of the requirements. Tell them that they must comply if they are to stay at the hotel. If this happens a second time, notify the shelter. Tell the shelter that the person is not compliant, and that compliance is a requirement of their stay with us. If the shelter is not able to secure compliance the person will have to leave. Contact Denise or Christina to determine when they will need to vacate.
6. If a participant is returning to shelter after completing isolation/quarantine, coordinate with the shelter advocate on timing and departure procedures.

7. Use MDH and Dakota County Health Department's resource person to guide you when making decisions. Both numbers are posted on the Important Phone Numbers sheet in the advocate offices.
8. Room check
 - a. You will not be able to enter the room for room check. Knock on the door and ask if the participant needs trash bags or disinfectant wipes.
 - b. Participants can remove their own trash if they are not sick. Alternatively, they can bag up their trash and leave it outside the door. Advocates should check daily to ensure this is done. Advocates will remove trash as needed. Be sure to wear gloves and wash hands.
 - c. Participants can place used linens in plastic bags and leave outside their door. Advocates should bring fresh linens as needed.
 - d. Participants may do their own laundry with the following conditions:
 - i. They must have mild symptoms or no symptoms. Participants who are sick must not do their own laundry.
 - ii. They must be masked and gloved
 - iii. They must not share an elevator with other people
 - iv. They must not allow others in the laundry room with them
 - v. Advocates must provide them with disinfectant wipes and participants must wipe down the outside of the machines
 - e. Consult with [onsite supervisor or coordinator] if a participant with more severe symptoms is requesting to do laundry. We will make a plan case-by-case. See Isolation and Laundry located in the Dropbox.
9. Symptom check
 - a. It is essential to screen participants daily using the Quarantine and Isolation Worksheet to calculate when the participant can be out of isolation/quarantine.
 - b. If the office has a spare temporal thermometer, provide it to the participant. (Make note of it on the equipment sign-out sheet and be sure to get it back!) Have them take the temperature of each person in the room. Record on the worksheet for each person.

- c. If you wear a mask and face shield, you may do a very brief temperature check at the door. The participant must be masked as well.
- d. Ask whether anyone in the room has any new symptoms as indicated on the worksheet.
- e. Be alert to deteriorating symptoms that might require immediate medical intervention. If this occurs, call 911 and notify the front desk that you have done so. Tell the responders that the participant is in isolation/quarantine. Do not enter the room with them.