COVID-19 PROCESS CHART
FOR PEOPLE WHO ARE HOMELESS & SYMPTOMATIC

Universal Screening Tool: Administered by Public Health Nurses, Shelter Workers, Homeless Outreach Workers
*If NOT symptomatic, see bottom of page

Immediately:
- Isolate
- Provide mask
- If in Shelter, notify shelter manager

Call 911 or call ahead to local emergency facility and notify operator that you are seeking care for someone who may have COVID-19.

PHN, Shelter or Outreach Worker call current medical provider

Does the person need URGENT medical assistance?
**How to determine if someone needs URGENT assistance? See bottom of page

Yes

Does person have a medical provider (e.g. clinic, primary care provider)?

Yes

PHN calls Temporary Lodging Line (858)715-2350

No

Is PHN part of outreach team or shelter?

Yes

For people who are unsheltered and unwilling to go to Temporary Lodging, advise to shelter in place and maintain 12X12 distance from others in an encampment

No

Medical provider conducts telehealth assessment and refers to Temporary Lodging if necessary

Medical provider and PHN, Shelter or Outreach Worker arrange transport through 911

*If NOT Symptomatic: Follow regular business processes following COVID-19 safety precautions and re-screen daily as feasible or next outreach contact

**To determine if someone needs URGENT medical assistance per the CDC: Look for emergency warning signs for COVID-19.
Warning signs include trouble breathing, persistent pain or pressure in the chest, new confusion, inability to wake or stay awake, bluish lips or face.
This list is not all possible symptoms. Please assist person in calling a medical provider for other symptoms that are severe or concerning to you.
COVID-19 RESPONSE FOR PEOPLE POTENTIALLY EXPOSED TO SOMEONE WHO IS SYMPTOMATIC AND HOMELESS

Someone in close contact* with an individual who has been identified as symptomatic through the Universal Screening Tool

**Shelter Residents and Staff**

- Quarantine people who have been in close contact with someone who is a presumed or confirmed COVID-19 case, as defined below and screen with Universal Screening Tool daily

**Symptomatic?**

- **Staff** Yes → Send home to contact medical provider and follow direction
- **Residents** No → Follow Page 1 Process for people symptomatic through Universal Screening Tool
- **Residents** Yes → Follow Page 1 Process for people symptomatic through Universal Screening Tool

**Encampment**

- Willing to leave encampment?
  - Yes → Connect to medical provider (see Page 1)
  - No → Shelter in place keeping 12 ft. distance from others

**Homeless Outreach Worker**

*Close Contact: Someone in contact with a presumed or confirmed COVID-19 case, if, within 48 hours before the person's symptoms began and until that person is no longer required to be isolated, they:
1) were within 6 feet of a person with presumed or confirmed COVID-19 for prolonged period of time OR
2) had unprotected contact with the body fluids and/or secretions (such as being coughed on/sneezed on, shared utensils, or saliva or provided care without wearing protective equipment)
COVID-19 PROCESS CHART
FOR PEOPLE WHO ARE TESTED WITHIN A SHELTER

Public Health Nurse conducts test of people in the shelter

Positive Tests

Public Health Nurse will deliver results in person and can also provide an encrypted letter via e-mail to the shelter manager and resident

Is Public Health Nurse able to contact resident?

- No
  - Public Health Nurse sends name of client in secured e-mail to RTFH
  - RTFH adds a flag to the client records in HMIS to notify service providers
  - RTFH removes flag on client’s record in HMIS.

- Yes
  - Is Temporary Lodging Needed?
    - Yes
      - Public Health Nurse connects with temporary lodging (or immediate medical care)
    - No
      - Public Health Nurse ensures shelter has adequate isolation and sanitation measures in place or alternative acceptable isolation placement

Negative Tests

Public Health Nurse notifies shelter manager

Shelter manager notifies residents

Is Temporary Lodging Needed?

- No
  - RTFH adds a flag to the client records in HMIS to notify service providers
  - RTFH removes flag on client’s record in HMIS.

- Yes
  - Public Health Nurse sends cleared clients to RTFH
  - RTFH removes flag on client’s record in HMIS.