

This is a rapidly evolving situation. Recommendations will be updated and shared as new information becomes available.

### **What We Know Now:**

- COVID-19 (coronavirus disease 2019) is spreading in Arizona and around the world, and has been declared a pandemic by the World Health Organization.
- COVID-19 is community spread in Pima County and widespread in Arizona.
- This document updates the guidance from Pima County Health Department (PCHD), Arizona Department of Health Services (ADHS), and the CDC for Homeless Shelters

### **Develop or update your emergency operations plan:**

- **Identify a list of key contacts** at your local and state health departments.
- **Identify a list of healthcare facilities** and alternative care sites where clients with respiratory illness can seek housing and receive appropriate care.
- **Include contingency plans** for increased absenteeism caused by employee illness or by illness in employees' family members that requires the employee to stay home. These plans might include extending hours, cross-training current employees, or hiring temporary employees.

### **Put your emergency operations plan into action:**

- **Stay informed about COVID-19 locally.** Get up-to-date information about local COVID-19 activity from PCHD. Be aware that schools are closed through the end of the 2019-2020 school year as this may affect your staff, volunteers, and families you serve.
- **Implement everyday preventive actions and provide instructions to staff and volunteers about how to prevent disease spread. Meet with your staff to discuss how to help clients to implement personal preventive measures.**
  - **Educate employees and volunteers on the symptoms to watch for:**
    - Fever of 100.4°F or higher, coughing, shortness of breath
  - **Encourage sick employees and volunteers to stay home.**
  - **If an employee or volunteer becomes ill on-site, send them home immediately.**
  - **Perform routine environmental cleaning.** Routinely clean all frequently touched surfaces such as countertops, door knobs, phones, light switches, etc. Using standard cleaning agents will suffice.
  - **If an employee lives with someone who has COVID-19, the employee should stay home.**
- **Minimize the number of staff members who have face-to-face interactions with clients** who have respiratory symptoms. Use physical barriers to protect staff who will have interactions with clients with unknown infection status (e.g. check-in staff). For example, install a sneeze guard at the check-in desk or place an additional table between staff and clients to increase the distance between them.
- **Staff and volunteers at high risk of experiencing COVID-19** (those who are over age 60 or have underlying health conditions) should not be designated as caregivers for sick clients who are staying in the shelter.
- **Limit visitors to the facility.**
- If possible, **identify space that can be used to accommodate clients with mild respiratory symptoms and separate them from others.** Most persons with COVID-19 infections will likely have mild symptoms and not require hospital care. Furthermore, it might not be possible to determine if a person has COVID-19 or another respiratory illness. Designate a room and bathroom (if available) for clients with mild illness who remain at the shelter and develop a plan for cleaning the room daily.
- **Identify and monitor clients who could be at high risk for complications** from COVID-19 (those who are older or have underlying health conditions) to ensure their needs are taken into consideration.
- **Plan for higher shelter usage during the outbreak.** Consult with community leaders, local public health departments, and faith-based organizations about places to refer clients if your shelter space is full. Identify short-term volunteers to staff shelters with more usage or alternate sites. Consider the need for extra supplies (e.g., food, toiletries, etc.) and surge staff and work your supply chains to obtain appropriate personal protective equipment.

**If a client has symptoms consistent with COVID-19**

- **If symptoms are mild, confine the client to an individual room with a door that can close.** Have them avoid all common areas. If individual rooms for sick clients are not available, consider using a large, well-ventilated room.
  - **If possible, designate a separate bathroom for sick clients with COVID-19 symptoms.**
- **If symptoms are severe, arrange for the client to receive immediate medical care.** Severe symptoms include:
  - Extreme difficulty breathing
  - Bluish lips or face
  - Persistent pain or pressure in chest
  - Severe persistent dizziness or lightheadedness
  - New confusion or inability to wake
  - New seizure or seizure

Shelter managers with questions can call 2-1-1

For more information, visit <https://www.cdc.gov/coronavirus/2019-ncov/> OR [www.pima.gov/covid19](http://www.pima.gov/covid19)