

**Residential Administrators, Inc.**  
**COVID-19 Protocols**  
**March 31, 2020**

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**TENANT PROTECTION**

Knowing their current status

Via Phone call/mail surveys: (examples)

Are they aware of the symptoms; are they experiencing any?

Determine most vulnerable (elderly, pregnant, autoimmune compromised)?  
Do they know best practices (social distancing, cover sneeze, cough etc.)  
Are they aware of the Shelter in Place order?  
Have they had any visitors recently?  
Do they have needs/Insecurities (see below)  
Have they conversed/texted with anyone recently (socialization)?  
Do they use social media?  
How is their pet?  
What are their current emergency contact persons' names and #'s  
Do they have a thermometer?

Track info and ensure this is being done using spreadsheet

Inform them of ways to prevent spreading the Spread of the Virus (mail, signage)

- Social Distancing/ Covering sneeze/cough
- Staying Home
- Hand Washing
- Visitors
- Cleaning their home
- Disinfecting Common Areas / Doorway
- Share CDC info

Enforcing social distancing protocol:

- Board Owned - Tenants standing closely outside or have visitors coming in and out of their units

Communication options

- Mail
- Phone Calls/ Facetime/Skype
- Notes left on doors; signage in common areas
- Social Media?

Possible Tenant Insecurities:

- Food – meals, food boxes (RZ, CK?)
- Medication (MH and Tylenol)
- Paper products
- Transportation
- Envelopes and stamps
- Money orders for rent
- MH/AOD resources that are not in person that are available
- Medical contact Info
- Tylenol for fever
- Pet supplies

## STAFF PROTECTION:

### ENTERING UNITS

Home Visits / Maintenance

- All Face to Face Home Visits are to be replaced with other means of contact whenever possible
- Routine, non-essential maintenance tasks are ON HOLD as determined by Scott or Jon
- Do NOT take risks out of fear of not meeting Program Standards – we can meet many in creative ways but the Health preservation of all is number 1!

### WHEN ENTERING A UNIT IS DEEMED ESSENTIAL OR NECESSARY:

***Make sure you have a kit with the following items with you:***

1. Hand sanitizer if available
2. Clorox/cleaning wipes OR disinfectant spray/paper towels. Good for washing your hands, opening doors to apartment buildings, wiping down your steering wheel frequently, wiping down your phone, etc.
3. Garbage bags (plastic grocery bags are perfect for this) to dispose of dirty gloves/tissues/wipes
4. Disposable gloves
5. Masks to be given to people who are actively coughing or feverish
6. Water bottle- you need to stay hydrated!
7. Soap, toilet paper, & garbage bags if available for people who don't have any in their home. Many people don't have income or run out of these things quickly.

Sanitize your hands before entering, wear gloves if possible

- Avoid touching your face
- If you are wearing gloves, remove them this way:



Dispose of gloves immediately into a tied off plastic bag and into a trash can or dumpster

## **BEFORE ENTERING,**

**Stand back 6 feet**, and secure info re: **ALL** persons residing there with these questions:

1. Does anyone in the unit have the following symptoms\*?

\_\_\_ Fever \_\_\_ Cough \_\_\_ Sore Throat \_\_\_ Shortness of Breath

2. **If YES to any, ask both below:**

a. In the past 14 days, have they had close contact with a person who is under investigation for COVID-19 while that person was ill? \_\_\_ YES \_\_\_ NO \_\_\_ Unknown

b. In the past 14 days, has the client had close contact with a laboratory-confirmed COVID-19 patient while that case was ill? \_\_\_ YES \_\_\_ NO \_\_\_ Unknown

### **\*STEPS TO TAKE IF A TENANT EXHIBITS SYMPTOMS DURING A HOME VISIT**

Advise them to report such to Their primary care provider immediately

***If NO to above, proceed...***

#### **PROTECT THE FAMILY**

##### **Before entering the home**

- Disinfect whatever items you are taking into the home.
- Use hand sanitizer prior to entering the home.
- Use a disinfectant spray on the soles of your shoes prior to entering the family's home.

#### **PROTECT YOURSELF**

##### **During the Home Visit**

- Conduct sessions in areas of the home that allow 6-foot distancing between you and family
- If someone appears ill with COVID-19 symptoms, politely leave/reschedule
- If the home environment does not allow enough space for 6-foot distancing between you and family consider an outdoor location
- Avoid touching surfaces as much as possible

##### **Before you enter your car after a visit**

- Use hand sanitizers prior to entering your car.
- Disinfect whatever items you took into the family's homes (Lysol spray or wipes) before placing them back in the car.
- Use a disinfectant spray on the soles of your shoes before re-entering your car.

##### **Before you enter your home**

- When you get home, disinfect the inside of your car with a disinfectant spray.
- Take your shoes off before entering your home. Re-spray the soles of your shoes.
- Disinfect items used during the day: phone, computer, pens, etc.. Alternatively place them in a plastic garbage bag for cleaning prior to bringing into your home.
- Since your clothes can carry the virus, take off your exposed clothing prior to entering the home (or immediately after entering the home) and place in washer- or alternatively in a plastic bag.

##### **After you enter your home**

- Place clothes in washer
- Wash your hands
- Disinfect the entrance way to your home with disinfectant spray
- Take a shower

## COVID-19 VIRUS

### **IF A STAFF MEMBER OR TENANT HAS POSSIBLY BEEN EXPOSED TO THE VIRUS :**

1. Stay Home. Tenants – report to Staff. Staff - Report this to Jon

2. Follow the CDC orders:

Monitor your health for fever, cough and shortness of breath during the 14 days after the last day you were in close contact with the sick person with COVID-19. You should not go to work or school, and should avoid public places for 14 days.

### **IF ANYONE DEVELOPS EMERGENCY WARNING SIGNS FOR COVID-19 GET MEDICAL ATTENTION IMMEDIATELY. EMERGENCY WARNING SIGNS INCLUDE\*:**

- Difficulty breathing or shortness of breath
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

**CALL 911 IF YOU HAVE A MEDICAL EMERGENCY:** IF you have a medical emergency and need to call 911, notify the operator that you have or think you might have, COVID-19. If possible, put on a facemask before medical help arrives

\*This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.

## COVID-19 VIRUS

### IF A STAFF MEMBER OR TENANT HAS SYMPTOMS OF COVID 19; BUT NOT DIAGNOSED:

1. Stay Home. Tenants – report to staff. Staff - Report this to Jon and all you have been near recently
2. Report to your Dr. including symptoms; Follow the orders of the physician
3. Follow the CDC orders:  
Monitor your health for fever, cough and shortness of breath during the 14 days after the last day you were in close contact with the sick person with COVID-19. You should not go to work or school, and should avoid public places for 14 days.
4. If you do get sick with fever, cough or shortness of breath (even if your symptoms are very mild): you may have COVID-19. You should isolate yourself at home and away from other people. If you have any of the following conditions that may increase your risk for a serious infection—age 60 years or older, are pregnant, or have medical conditions—contact your physician’s office and tell them that you were exposed to someone with COVID-19. They may want to monitor your health more closely or test you for COVID-19

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## COVID-19 VIRUS

### **IF A STAFF MEMBER OR TENANT HAS BEEN DIAGNOSED WITH COVID 19:**

*(When possible, RA Inc. will assist so proper isolation and food assistance are made available)*

#### **STAY HOME**

- **Stay home:** People who are mildly ill with COVID-19 are able to recover at home. Do not leave, except to get medical care. Do not visit public areas.
- **Stay in touch with your doctor.** Call before you get medical care. Be sure to get care if you feel worse or you think it is an emergency.
- **Avoid public transportation:** Avoid using public transportation, ride-sharing, or taxis.

**Separate yourself from other people in your home, this is known as home isolation.**

*(When possible, RA Inc. will assist so proper isolation and food assistance are made available)*

#### **STAY AWAY FROM OTHERS**

- **Stay away from others:** As much as possible, you should stay in a specific “sick room” and away from other people in your home. Use a separate bathroom, if available.
- **If you are sick:** You should wear a facemask when you are around other people and before you enter a healthcare provider’s office.
- **If you are caring for others:** If the person who is sick is not able to wear a facemask (for example, because it causes trouble breathing), then people who live in the home should stay in a different room. When caregivers enter the room of the sick person, they should wear a facemask. Visitors, other than caregivers, are not recommended.

#### **Cover your coughs and sneezes**

- **Cover:** Cover your mouth and nose with a tissue when you cough or sneeze.
- **Dispose:** Throw used tissues in a lined trash can.
- **Wash hands:** Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.

#### **Clean your hands often**

- **Wash hands:** Wash your hands often with soap and water for at least 20 seconds. This is especially important after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- **Hand sanitizer:** If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry.
- **Soap and water:** Soap and water are the best option, especially if hands are visibly dirty.
- **Avoid touching:** Avoid touching your eyes, nose, and mouth with unwashed hands.



## COVID-19 VIRUS

### IF A STAFF MEMBER OR TENANT HAS BEEN DIAGNOSED WITH COVID 19:

(continued)

#### AVOID SHARING PERSONAL HOUSEHOLD ITEMS

- **Do not share:** Do not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people in your home.
- **Wash thoroughly after use:** After using these items, wash them thoroughly with soap and water or put in the dishwasher.
- **Clean and disinfect:** Routinely clean high-touch surfaces in your “sick room” and bathroom. Let someone else clean and disinfect surfaces in common areas, but not your bedroom and bathroom.
- If a caregiver or other person needs to clean and disinfect a sick person’s bedroom or bathroom, they should do so on an as-needed basis. The caregiver/other person should wear a mask and wait as long as possible after the sick person has used the bathroom.
- High-touch surfaces include phones, remote controls, counters, tabletops, doorknobs, bathroom fixtures, toilets, keyboards, tablets, and bedside tables.
- Clean and disinfect areas that may have blood, stool, or body fluids on them.

#### MONITOR YOUR SYMPTOMS

- **Seek medical attention, but call first:** Seek medical care right away if your illness is worsening (for example, if you have difficulty breathing).
  - **Call your doctor before going in:** Before going to the doctor’s office or emergency room, call ahead and tell them your symptoms. They will tell you what to do.
- **Wear a facemask:** If possible, put on a facemask before you enter the building. If you can’t put on a facemask, try to keep a safe distance from other people (at least 6 feet away). This will help protect the people in the office or waiting room.
- **Follow care instructions from your healthcare provider and local health department:** Your local health authorities will give instructions on checking your symptoms and reporting information.

## COVID-19 VIRUS

### DICONTINUING HOME ISOLATION:

- People **with COVID-19 who have stayed home (home isolated)** can stop home isolation under the following conditions:
  - ***If you will not have a test*** to determine if you are still contagious, you can leave home after these three things have happened:
    - You have had no fever for at least 72 hours (that is three full days of no fever without the use medicine that reduces fevers)  
AND
    - other symptoms have improved (for example, when your cough or shortness of breath have improved)  
AND
    - at least 7 days have passed since your symptoms first appeared
  - ***If you will be tested*** to determine if you are still contagious, you can leave home after these three things have happened:
    - You no longer have a fever (without the use medicine that reduces fevers)  
AND
    - other symptoms have improved (for example, when your cough or shortness of breath have improved)  
AND
    - you received two negative tests in a row, 24 hours apart. Your doctor will follow [CDC guidelines](#).

## **GENERAL STAFF PRECAUTIONS/PROTOCOLS:**

- Always be aware of who you have been near to lately in case that info is needed at some point
- Best practice – assume everyone has the virus:
  - Social distance yourself from others at least 6 feet
  - Wash hands every 20 minutes (or hand sanitizer as 2<sup>nd</sup> option) when in a precarious setting
  - Cough or sneeze into tissue or elbow
- Office :
  - Wash hands when entering office building
  - Wipe down your designated work space (including landline phone) before and after
  - Avoid touching light switches etc. with fingers
  - Be extra cautious in any areas or with pieces of equipment or office supplies that are SHARED
  - Abide by the Shelter in place orders made by the Governor when off duty so all will be protected

## **WORKING FROM HOME:**

- Keep Jon in the loop that you are working from home
- Be creative re: doing tasks from home – HMIS DQ, phone check ins, looking up local resources
- Reach out for assistance or support when needed
- HMIS Security Standards will be adhered to while working from home:
  - All Authorized HMIS users must protect client level data, especially Personally Identifying Information (PII), while accessing HMIS from a device connected to the internet via a wireless network.
  - Each Wireless or Wi-Fi network that is being used to connect to the internet for the purpose of accessing HMIS must adhere to the following standards:
    - The Wireless Network configuration must utilize a secure password to gain access or connect to the network or hot spot, and must use password encryption such as WEP, WPA or WPA2,
    - The password must be stronger than the default password set by the network device.
    - Under no circumstances should an open or unsecured wireless network be used to connect to any network or the internet when accessing HMIS from the connected device.

## **ISOLATE/QUARANTINE**

Although the persons RA Inc assists are housed so they can I/Q in their units. However, our Executive Director will collaborate with other agencies to address the issues at hand at the sheltering level by referring to the King County Washington COVID-19 Response as a model:

<https://www.usich.gov/tools-for-action/webinar-covid-19-planning-and-response-isolation-and-quarantine-lessons-learned-from-king-county>

## RESOURCES

COMMUNITY RESOURCES LISTED ON OUR WEB PAGE

<https://www.resadmin.org/CommunityResources.cfm>

CDC: FREQUENTLY ASKED QUESTIONS ABOUT COVID-19

<https://www.cdc.gov/coronavirus/2019-ncov/faq.html>

COHHIO COVID-19 WEBSITE INFO

<https://cohhio.org/home/covid-19/>

LOGAN COUNTY HEALTH DEPARTMENT

<https://loganhealth.org/>

CHAMPAIGN COUNTY HEALTH DEPARTMENT

<http://www.champaignhd.com/>

UNION COUNTY HEALTH DEPARTMENT

<https://www.uchd.net/index.php>

CORPORATION FOR SUPPORTIVE HOUSING SUPPORTIVE HOUSING PROVIDERS INFO

<https://www.csh.org/resources/covid-19-guidance-for-supportive-housing-providers/>

GOVERNOR MIKE DEWINE'S WEBSITE

<https://governor.ohio.gov/wps/portal/gov/governor/>

OHIO DEPARTMENT OF HEALTH COAVID-19 WEBSITE

<https://coronavirus.ohio.gov/wps/portal/gov/covid-19/>