

# 2020-2021 Balance of State Continuum of Care Compiled Winter Contingency Plans by Region

*Instructions: This document communicates the BoS CoC*

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## Region: 1

**Counties Covered:** Porter, LaPorte, Starke, Jasper, Newton, Pulaski counties

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### **Contingency Plan:**

- Winter shelter being added in Porter County by Housing Opportunities and slated to open this month for shelter overflow as needed (10-15 bed capacity)
- Winter shelter being added in LaPorte County by the Center Township Trustee for the City of La Porte for shelter overflow as needed (5-8 bed capacity)
- Region 1 is utilizing both local and IHEDA flex funds for hotel stays as needed for shelter overflow and emergency needs
- The SRS site located in Region 1 can also be utilized as needed and available for emergency needs due to Covid
- Region 1 has added about 30 total, new shelter beds since March of 2020 and this will also help with Winter capacity needs

## Region: 1a

Counties Covered: Lake

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### Contingency Plan:

A Winter Contingency Plan for Lake County, Indiana has been developed to provide relief to people experiencing homelessness in the County when designated inclement weather occurs. Facilitating the response to COVID-19 the various communities in the County have various plans to meet the needs and ensure that individuals/families are safe and to avoid outbreaks of the illness. This plan is offered as a guide to prevent people experiencing homelessness from serious harm or death during this winter season. The 2020-2021 Winter Guidance to COC has been forwarded to the three entitlement cities Point of Contact, Lake County Economic Development Department, and Lake County Health Department. Continued communication with the three entitlement cities and the county will occur to enhance, update and monitor the plans for the Winter Contingency Plan. The plan is set as active from December 2020 through March 31, 2021.

### **GARY, INDIANA COORDINATING AGENCIES AND PARK PAVILION SITES:**

The Warming Centers Taskforce is coordinated by the Public Health Department and multiple City Departments and Local Agencies/Organizations.

Winter warming center protocol will be activated immediately when the temperature is 32 degrees or less. The Emergency Preparedness Coordinator will monitor temperatures. When the forecast reaches 32 degrees or below, a call will be placed to the designated points of contact. Points of contact will include building management, maintenance, transportation, Maram (FQHC) Edgewater Health, Security, and CoCNWI.

Citizens needing access to the warming shelter will use the "660-0000" (GDP non-emergency line Dispatch). Dispatch will notify the Emergency Preparedness Coordinator, who will then notify "Points of Contact" and activate the warming center sites. Dispatch will ask if the citizen is in need of transportation and if there is need, the individual will be directed to Gary Public Transit Center Schedule to determine nearest bus route and told to use "Code 32," which enables the individual to ride the bus at no cost (free).

Communication regarding the warming center will be provided through posted fliers, City Face Book, Twitter, and City Web site.

When citizens arrive at the center, they will be COVID-19 tested. Those testing positive will be transferred for quarantine to the SRS in Porter County. Those testing negative will sign facility agreement and will be given a shelter bag/COVID-19 KIT and directed to next available cot.

**LOCATIONS: GARY, INDIANA**

Ambridge Mann Pavilion	2822 W. 4 <sup>th</sup> Avenue	5:00 p.m. – 7:00 a.m. Daily
Roosevelt Pavilion	2201 Harrison Street	As Needed
Glen Ryan Pavilion	4220 E. 6 <sup>th</sup> Avenue	As Needed
Calumet Township	1900 W. 41 Avenue	8:00 a.m.-1:00 p.m. Daily
Brother’s Keeper	2120 Broadway	8:00 a.m.-1:00 p.m. Daily

**EAST CHICAGO, INDIANA COORDINATING DEPARTMENT**

East Chicago Mayor’s office will coordinate the City’s Warming Centers through the East Chicago Fire Department Captain.

Winter warming center protocol will be activated immediately when the temperature is designated as Zero “O Degree” Wind Chill factor or less and being determined to be for “Three” (3) days consecutively. The Fire Department Captain will monitor temperatures. When the forecast is determined to be Zero “O Degree” Wind Chill factor or less and being determined to be for “Three” (3) days consecutively, a call will be placed to the designated points of contact. Points of contact will include Heritage Hall management and the Mayor’s office. The communication to the citizens will be provided via the City Hall communication processes. The protocols/policies are being reviewed and updated by the Captain of the East Chicago Fire Department and to be forwarded to the Mayor’s office for final updated approval. The protocols for the center will adhere to the CDC COVID 19 required protocols.

**LOCATION: EAST CHICAGO**

Heritage Hall Recreation Center	4506 Tod Avenue	10 a.m. As Needed
Bessie Owens Center	4001 Alexander Ave	7 p.m. – 7 a.m.
Salvation Army	513 W. Chicago Ave	As Needed*
Fire Station #1	3901 Indianapolis BLVD	As Needed*

\*Salvation Army and Fire Station #1 are to be called to ascertain if they are to be classified as Warming Center during extreme cold using the parameter of at or below Zero “O” wind chill factor for three (3) consecutive days.

**HAMMOND, INDIANA COORDINATING DEPARTMENT**

Winter warm center protocol is determined by the Mayor of the City of Hammond and coordinated by the Hammond Parks Department Director.

The City’s purpose for the warming centers is to offer the warming center to provide temporary shelter in an effort to prevent injury to persons who may be exposed to the elements. According to the protocols, The City of Hammond Warming Center operates as a temporary warming center (Not to be confused as an overnight shelter). The Jean Sheperd Warming Center is not equipped to provide overnight stays, serve meals, or provide shower facilities. Tables, chairs and restrooms are available.

The Warming Center Guidelines: Individuals using the Warming Center must comply with all rules and Policies and adhere to the guidelines including the CDC COVID-19 protocols (social distance, mask, hand washing, hand sanitizer use). When the City of Hammond’s Warming Centers open, the Recreation Department staff will post information at the communication center and City’s website at [www.gohammond.com](http://www.gohammond.com) . Every effort will be made to also announce Warming Operations via community eBlast and the City’s Face Book, and Twitter sites. The Policy/Guidelines will be reviewed for update and submitted to the Mayor for final approval.

**LOCATIONS: OPEN AS NEED**

Jean Sheperd Community Center	2021 J.F. Mahoney Drive	7 a.m. – 9 p.m.
Lost Marsh Golf Club House	1001 129 <sup>th</sup> Street	6 a.m. – 6 p.m.
Hammond Civic Center	5825 Sohl Avenue	6 a.m. – 5 p.m.

WARMING CENTERS AS OF 02/03/2021

MUNICIPALITY	LOCATION	CONTACT	PHONE	NOTES
BURNS HARBOR	300 NAVAJO TRAIL OR 1240 N. BOO ROAD		219-787-8591	
CEDAR LAKE	NON-PUBLISHED  <i>Town Hall / PD &amp; Trustees Office</i>  <i>Approx.. 50 cots and 100 blankets on hand</i>	911	911	THEY WILL NOT PUBLISH LOCATIONS AS THEY ARE ON STANDBY. CITIZENS SHOULD CALL 911 IF THEY NEED ASSISTANCE AND WILL BE DIRECTED/CONTACTED.
CROWN POINT		MIKE WYSOCKI <i>(MAIN CONTACT TO BEGIN CORRINATION EFFORTS)</i>	219-746-0412	COORDINATED EFFORT WITH MAYOR’S OFFICE AND METHODIST CHURCH. THEY WILL ONLY OPEN IF THERE ARE POWER OUTAGES

				AND BELOW FREEZING TEMPERATURES.
DYER	TOWN HALL	DYER POLICE	219-865-1163	
EAST CHICAGO	TBD	219-391-8472	FD CHIEF SERNA	Per Chief Serna, Will need to be mobilized if forecast of three consecutive days of below zero windchills and three consecutive days of above 100 degrees heat index are the triggers for a shelter
LAKE STATION	FIRE DEPT 1876 FAIRVIEW AVE	219-962-8295	-	ABOUT 15 FIT IN THE LOUNGE. CONTACT RE: OVERNIGHT.
GARY	CALUMET TOWNSHIP 1900 W 41 <sup>ST</sup> AVE	219-660-0000	-	8AM-1PM
GARY	BROTHERS KEEPER 2120 BROADWAY	219-660-0000	-	8AM-1PM
GARY	AMBRIDGE MANN PAVILION 2822 W 4 <sup>TH</sup> AVE	219-660-0000	-	5PM-7AM
GARY	SHELTER	INFORMATION	WHEN THE TEMPERATURE IS 32 DEGREES OR BELOW, CITIZENS NEEDING SHELTER MAY	CALL 219-660-0000. IF TRANSPORTATION IS NEEDED, CITIZENS WILL BOARD BUS/VAN WITH THE CODE 32.
GRIFFITH	SENIOR CENTER	219-924-7500	-	CONTACT TOWN HALL AND THEN ASK TO BE TRANSFERRED TO SOMEONE ELSE FOR INFO.
HAMMOND	Jean Shepard Center 3031 J.F. Mahoney Dr, Hammond, IN 46323	219-853-6300		

	Hammond Civic Center 5825 Sohl Ave, Hammond, IN 46320  Lost Marsh Clubhouse 1001 129th St, Hammond, IN 46320			
HOBART	POLICE DEPT			8AM-8PM
HOBART	FIRE STATION #2 2400 BLOCK OF W OLD RIDGE RD			24/7 COMMUNITY ROOM
HOBART	SENIOR CENTER			M-F 8:30AM-4:30PM
HOBART	PUBLIC LIBRARY			M-TH 10AM-8:30PM F 10AM-6PM SA 9AM-5pm
LAKE DALECARLIA	FD ANNEX	219-808-2311	CHIEF RYAN KENNEDY	Contact Chief Kennedy or 911 to activate
LOWELL	CIDER CREEK TOWN 151 N FREEMONT	219-696-9713	ALICE DAHL	CAN HOLD 50 PEOPLE
OGDEN DUNES	111 HILLCREST RD.	219-405-9797	219-477-3170	CAP 50 SHORT TERM 25 OVERNIGHT
PORTAGE	2100 WILLOWCREEK	219-926-7611		EXTENDED DAYTIME ONLY
PORTER	500 ACKERMAN DRIVE		<u>219-926-7611</u>	WILL BE DIRECTED TO ONE LOCATION BETWEEN HAWTHORNE PARK AND PORTER FIRE STATION
PORTER	550 W BEAM ST		<u>219-926-7611</u>	
LAPORTE	NONE			
MICHIGAN CITY	NONE			
MERRILLVILLE	NONE			
MUNSTER	TOWN HALL 1005 RIDGE RD.	219-836-6960	FD CHIEF DAVE PELC	HOURS AND DATES WILL BE HANDLED PER INCIDENT AND WILL BE ANNOUNCED
NEW CHICAGO	TOWN HALL 122 HUBER BLVD	219-962-1157		BASEMENT HOLDS 50. NO OVERNIGHT.

SCHERERVILLE	TOWN HALL  7:30AM – 4:00 PM	219-322-2211 X 1324	DIANE HORAR POC JIM GORMAN PETER SORMAZ	DURING BUSINESS HOURS, IF NECESSARY AFTER BUSINESS HOURS CONTACT POLICE DEPARTMENT 322-5000
ST JOHN	NONE			
VALPARAISO	2001 Calumet <a href="#">blue</a> external door openS at 6:45 pm EVERY NIGHT IF OVERNIGHT TEMP IS BELOW 32 degrees	219-286-3313 Ed or John	OPPORTUNITY ENTERPRISES	Shelter: -Will accept single men and women, no families -Currently have 10 beds available for any gender (first come; first serve) -Shelter is open 7 days/7pm-7am
VALPARAISO	103 JEFFERSON ST.	219-462-0524	VALPARAISO PUBLIC LIBRARY	0900-2100 hours (Mon. - Thurs.) 0900-1800 hours (Fri.) 0900-1700 hours (Sat.) 1300-1700 hours (Sun.)
VALPARAISO	605 BEACH RD	219-462-1301		0830-16:00 hours (Mon. - Fri.)
WHITING	THEY'LL CALL			

## Region: 2

Counties Covered: Elkhart, Marshall, Fulton, Kosciusko counties

Contact Name: Ross Swihart and Angela Rosenbrock

Email:

Phone:

Contingency Plan:

We have reached out individually and as a group to service providers throughout the region. None responded to assist with these plans. We included information about services in Kosciusko, Marshall, and Fulton Counties if we were relatively confident that the services were correct and continuing to function. For specific information on services please contact the provider or CE lead/Regional Chair for Region 2: Angie Rosenbrock at 574-533-1234 ex 2216

A note: in Elkhart County all agencies that were functioning prior to the pandemic as still functioning in some capacity. Below are the services being offered to people experiencing homelessness or those at risk for homelessness. We have separated them by category.

### FOOD

Breakfast:	Guidance Ministries M-F Faith Mission 7 days a week (continental breakfast for low barrier) Fellowship Mission in Warsaw Our Father's House- Kosciusko Co.
Lunch:	The Window M-F (sack lunch, enough to cover all 3 meals per day). Faith Mission Susanna's Kitchen M-F Fellowship Mission Our Father's House
Dinner	Faith Mission Cornerstone Church & First Presbyterian Church in Goshen Open Door- Marshall County

### SHELTER

Faith Mission- Singles, families, low barrier and Covid +/-Covid pending  
Interfaith Hospitality Network- Single Woman and families only  
Low barrier in Goshen- single men and woman (families taken to IHN)  
Fellowship Mission  
Heminger House- Marshall Co single woman and some families  
Hope and Faith Houses in Goshen- singles (contact Faith Mennonite Church)  
Regional Covid shelter in Valparaiso

Some transportation available to and from low barrier and shelters in Goshen in Elkhart and the covid positive shelter in Valparaiso. These services are arranged on case by case basis depending on need, available public transportation, and involvement with services such as Oaklawn mental health and/or Recovery Coaching.

Shelter administrators are working with Oaklawn to get all guests assessed and placed on the Coordinated Entry list for Region 2.

Regional leadership will work together with all the county health departments to publicize and distribute Covid vaccinations when they become available to the public.

## Region: 2a

Counties Covered: St. Joseph County

Contact Name: Lani Vivirito

Email:

Phone:

Contingency Plan:

**St. Joseph County – Region 2a  
Homeless Regional Planning Council  
Weather Amnesty Service Plan**

2020 – 2021 Winter Season

- 1) **Project's Purpose:** The purpose of this agreement is to provide a coordinated response to the community need for additional emergency shelter space during freezing winter weather conditions.
  
- 2) **Project's Service Plan for 2020-2021:**
  - a) Weather Amnesty goes into effect beginning **October 1, 2020**, and continuing until **April 30, 2020, regardless of temperature**. Check in begins at **8pm**, unless otherwise directed by a coordinated decision of a representative from each of the participating agencies/communities. All persons seeking shelter are expected to arrive promptly at 8pm, as they cannot be guaranteed shelter if they arrive after 8pm.
  
  - b) Weather Amnesty will be provided at the following locations:
    - Hope Ministries (510 S. Main Street: SB: 574-235-4150): 50 men, women, and children
      - No COVID test required
    - Center for the Homeless (813 S. Michigan, SB; 574-282-8700): 15 men, 2 families
      - COVID test required
  
  - c) Additionally, temporary hotel sheltering is being provided by The Catholic Worker Community/Our Lady of the Road's Motels4Now program (POC: Sheila at 574-855-6789) for approximately 125 individuals
  
  - d) In the event of an officially declared Extreme Cold Weather State of Emergency\*, the St. Joseph County Emergency Management Agency, St. Joseph County Health Department, South Bend Venues Parks & Arts, and the local American Red Cross will collaborate to provide additional warming center/emergency shelter beds as needed. During the State of Emergency, the Center for the Homeless will serve as the primary contact to gauge the need for additional shelter space. Participating agencies/communities will notify the Center for the Homeless each evening when they reach capacity.
  
  - e) Weather Amnesty is for **overnight shelter only** and concludes at 8:00 AM each morning, unless otherwise directed by joint decision of a representative from each of the participating agencies/communities.

f) Each participating agency/community will report the Weather Amnesty bed usage and turnaways to the Center for the Homeless for community-wide tracking and data collection purposes.

**3) Exceptions to Admission\*\*:** It is understood that each participating facility reserves the right to decline admission to any potential Weather Amnesty guest who has posed a risk to the facility, staff, guests, and/or volunteers.

**4) Duration of Agreement:** This agreement is valid through the winter season of 2020-2021. Continuance of and/or revisions to the agreement may be addressed at any time.

Respectfully submitted,

Lani Vivirito, LCSW

Chairperson, St. Joseph County – Region 2a Homeless Regional Planning Council

St. Joseph County experiences periods of extreme heat and extreme cold many years. While these occurrences are not routine, and do not generally last for long periods; there are occasions when the unusually extreme weather conditions present consequences that require emergency intervention. This procedure is intended to provide guidance to County and City Government, other public entities and private organizations to meet the emergency needs of the community during these events.

### **Planning Assumptions:**

Periods of extreme heat or cold present an increased risk to public health. As a general rule, extreme heat or cold emergencies are not considered disaster situations. However, there may be times when, for example, severe cold is a public health emergency, when the concern for the safety of the lives of vulnerable populations, notably homeless individuals or those living in unheated homes, combined with a shortage of emergency shelter space, creates an emergency.

St. Joseph County has at-risk populations that will be particularly vulnerable to extreme weather conditions. For the purpose of this document at-risk populations may include but are not limited to the following: elderly; people with certain disabilities, special needs or chronic illnesses; young children; homeless; those who work outdoors, those who do not have adequate climate control in their residences or places of business; as well as pets and farm animals.

As extreme temperatures can and have in the past affected St. Joseph County and at-risk populations will need assistance in managing the consequences due to extreme hot or cold temperatures, St. Joseph County will address the above consequences in two phases with the first phase consisting of a public advisory for health considerations and second phase resulting in a declared State of Emergency with cooling or warming centers being opened in extreme events as defined in this document.

“The American Red Cross will provide cots and blankets to “centers” when there is a Public Health Advisory but does not staff the center. During a State of Emergency, the American Red Cross will open a “shelter” that will be staffed 24/7 by Red Cross staff.”

This document will be reviewed and updated on no less than a yearly basis or as needed based on event analysis.

**Document Authority:**

This document was developed in accordance with the St. Joseph County Comprehensive Emergency Management Plan; St. Joseph County Emergency Management Ordinance No. 124-2000, and Indiana Code Title 10 as amended. While many public and private agencies and departments will have a role in executing this plan, the following agencies and departments have developed and approved as indicated by their signatures on the hard copy of this document:

- City of South Bend Mayor
- City of Mishawaka Mayor
- St. Joseph County Commissioners
- St. Joseph County Department of Health
- St. Joseph County Emergency Management  
South Bend Center for the Homeless
- Hope Ministries
- American Red Cross
- United Way 211
- Region 2A Homeless Planning Council

## **Extreme Heat Event**

### **Phase I: *Public Health Advisory***

Definition: A public health advisory will be considered when sustained Heat Index temperatures are expected to reach 100° to 104°F for three consecutive days. The St. Joseph County Department of Health will be the lead agency in determining when a Public Health Advisory needs to be declared, but all participants in the County's emergency management structure will be engaged to be observant of the potential for such a risk. Sources that can be cited will include well-established forecasters, including the National Weather Service, local meteorologists, and web-based weather sites.

Public Health information will be issued by the Health Department through local media outlets, to include:

1. Guidelines for keeping cool
2. Guidelines for keeping hydrated
3. Requests for checking on at-risk individuals (make sure they are hydrated, help them relocate if necessary, notify family members for further assistance, etc.)
4. Public Housing managers, community groups and churches are encouraged to utilize their networks to check on their at-risk members/residents and offer assistance if possible
5. Recommendations for people to utilize air-conditioned public areas for relief
6. "Spray and Play" days or similar activities may be initiated

Community shelters and the Region 2A Homeless Planning Council (Center for the Homeless; Hope Ministries, and others) will activate weather 'amnesty' programs as part of their normal operating procedures, and those amnesty rules do not affect these procedures.

County and City officials will monitor conditions for increased need and alert agencies if Phase II is to be activated.

### **Phase II: *State of Emergency***

Definition: A State of Emergency will be considered when sustained Heat Index temperatures reach 105° to 110°F for two consecutive days, or one day with a peak heat index of 110°F or greater. During these events, capacity at Community Shelters (Center for the Homeless, Hope Ministries, etc.) is likely to be exceeded due to weather conditions.

1. St. Joseph County Emergency Management will be contacted for a declaration request and will proceed in the following manner:
  - a. Contact County Commissioners to request declaration
  - b. Coordinate the declaration with South Bend and Mishawaka Mayors
  - c. Distribute declaration copy to County and City Public Safety Dispatch Centers
  - d. Distribute declaration to media outlets for immediate release

- e. Notify County Health Department, American Red Cross, United Way 211, Center for the Homeless and Hope Ministries and others as appropriate
  - f. Activate Emergency Support Functions as needed
  - g. Activate Emergency Operations Center as required by the size and scope of the incident
  - h. Declaration will automatically expire within 7 days of activation unless otherwise expired or extended
2. Cooling Centers will open in South Bend and Mishawaka at the following locations:
    - a. Battell Center; Mishawaka (City facility)
    - b. Martin Luther King Center; South Bend (City facility)
    - c. O'Brien Recreation Center; South Bend (City facility)
    - d. Charles Black Community Center (City facility)
    - e. Charles Martin Youth Center; South Bend (South Bend Heritage Foundation)
  3. Privately owned facilities which spontaneously open as Cooling Centers are requested to notify the United Way 211 call center so that information on these facilities can be given to callers.
  4. Those seeking relief in Cooling Centers will be instructed through the media about locations and hours of operation.
  5. Cooling Centers will operate as follows:
    - a. Cooling Centers will be open from 9:00 AM to 9:00 PM unless otherwise indicated.
    - b. Cooling Centers will not provide food or refreshments, other than water available from facility fountains.
    - c. Cooling Centers will not provide medical supplies or care.
    - d. Pets will not be allowed in Cooling Centers. Service animals and registered comfort animals only.
    - e. Unattended children under the age of 16 will not be allowed in Cooling Centers
  6. Those seeking relief in Cooling Centers will be encouraged to bring small entertainment items; books, cards, crayons and coloring books, food and non-alcoholic beverage, personal medications as needed
  7. Respective agencies will be contacted for specific duties regarding the Cooling Centers.
  8. American Red Cross volunteers may be requested to assist in staffing Cooling Centers, if asked by Center staff.
  9. Law Enforcement will be requested to check in on Cooling Centers
  10. Fire Departments will be requested to conduct "Spray and Play" locations if appropriate.
  11. In the event that conditions within the community further deteriorate to extend beyond the scope of these procedures, such as with a widespread power failure, further declarations and response measures will be implemented as needed.

**Extreme Cold Event**

## **Phase I: *Public Health Advisory***

Definition: A Public Health Advisory will be issued to the public when Wind Chill Temperatures range from 0° to -19°F. As with extreme heat, the St. Joseph County Department of Health will be the lead agency in determining when a Public Health Advisory needs to be declared, but all participants in the County's emergency management structure will be engaged to be observant of the potential for such a risk. Sources that can be cited will include well-established forecasters, including the National Weather Service, local meteorologists, and web-based weather sites.

Public Health information will be issued through local media outlets, including advisory information on:

1. Guidelines for keeping warm
2. Guidelines for keeping hydrated
3. Requests for checking on at-risk individuals, helping them relocate if necessary
4. Warning signs and symptoms of cold weather related illnesses

Community shelters and the Region 2A Homeless Planning Council will have already activated weather 'amnesty' programs as part of their normal operating procedures.

County and City officials will monitor conditions for increased need and alert agencies if Phase II is to be activated.

## **Phase II: *State of Emergency***

Definition: A State of Emergency will be considered when Wind Chill temperatures range from -20°F or colder (at which time frostbite will occur within 5 minutes of exposure). In addition, capacity at Community Shelters (Center for the Homeless, Hope Ministries, etc.) is exceeded due to weather conditions.

If the situation appears to warrant, due to high need for shelter and no spaces at permanent facilities, St. Joseph County Emergency Management will be contacted for a declaration request and will proceed in the following manner:

1. St. Joseph County Emergency Management will be contacted for a declaration request and will proceed in the following manner:
  - a. Contact County Commissioners to request declaration

- b. Coordinate the declaration with South Bend and Mishawaka Mayors
  - c. Distribute declaration copy to County and City Public Safety Dispatch Centers
  - d. Distribute declaration to media outlets for immediate release
  - e. Notify County Health Department, American Red Cross, United Way 211, Center for the Homeless and Hope Ministries, Homeless Continuum of Care and others as appropriate
  - f. Activate Emergency Support Functions as needed
  - g. Activate Emergency Operations Center as required by the size and scope of the incident
  - h. Declaration will automatically expire within 7 days of activation unless otherwise expired or extended
2. City officials for Mishawaka and South Bend will monitor the situation with the homeless service providers, and Warming Centers may open in South Bend and Mishawaka:
  - a. Our Lady of the Road (operated by Catholic Worker of South Bend, a private facility)
  - b. South Bend Parks Department Recreation Centers; South Bend (City facility). Sites may include one or more of the following:
    - i. O'Brien Center
    - ii. Martin Luther King Center
    - iii. Charles Black Community Center
    - iv. Battell Center; Mishawaka (City facility)
3. Privately owned facilities who spontaneously open as warming centers should notify the Emergency Management Office so that information on these facilities can be given to callers.
4. Those seeking relief in Warming Centers will be instructed through the media about locations and hours of operation.
5. Warming Center will operate as follows:
  - a. Centers will be open for 24 hours periods unless otherwise indicated.
  - b. Centers will not provide food or refreshments, but referrals to organizations that do provide feeding will be made.
  - c. Centers will not provide medical supplies or care.
  - d. Pets are not allowed in Warming Centers, but service animals will be permitted.
  - e. No unattended children under the age of 16 will be allowed in Warming Centers
6. Respective agencies will be contacted for specific duties regarding the Warming Centers.
7. American Red Cross volunteers will be requested to assist in staffing Warming Shelters and with cots and blankets, but primary responsibility will be retained by the public entity.
8. Law Enforcement may be requested to patrol Warming Centers and shelters.
9. In the event that conditions within the community further deteriorate to extend beyond the scope of these procedures, further declarations and response measures will be implemented as needed.

**Effective Date:** This procedure becomes effective on the date of last signature. All parties have the authority to recommend amendments to this or terminate their participation upon mutual consent. This procedure will be reviewed and promulgated on a yearly basis.

Organization \_\_\_\_\_ Date \_\_\_\_\_



## Region: 3

Counties Covered: Lagrange, Steuben, Noble, De Kalb, Whitley, Allen, Huntington, Wells and Adams counties

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Phone:

### Project Purpose

The city has worked with the Region 3 CoC Planning Council on previous iterations of the winter contingency plan. In past years, the partners were different, but essentially the plan is divided into special population groups: single women, single men, and families. Individual organizations sheltered the special populations according to their missions. Furthermore, the city and the agencies within the Planning Council have collaborated on COVID relief projects in the past, including a shelter for single women to fill an existing gap in service.

This project is essentially a combination of each of the project partnerships of the previous years. We propose two programs at the former site of The Rescue Mission at 301 Superior: a day center for the homeless and overnight shelter for single women. As the weather turns colder, a safe place for the homeless to congregate becomes incredibly important. And as part of our public health response to COVID, we intend to provide a space where the homeless can have their symptoms monitored and receive support in a way that conforms to local health guidance.

While housed in this project, not only can the participants keep warm and get access to needed resources, but they can also be monitored for COVID symptoms and be referred either for testing or intake for the Safe Recovery Site in Valparaiso.

### Population Served

Planning for the population size is a difficult task. Taking from previous discussions on a day center during the pandemic, and using the experiences of our partners in years past, we estimate no more than 55 people at any given time (including for meals) with an estimated daily total of unique individuals not to pass 90.

**Single women.** If the COVID women's shelter is an indication of this population's service size for the project, there could be as many as 15 women housed overnight and likely around 40 served in total for the duration of the program. Their program within this plan will operate 24/7, with the day center open 7a-7p and the overnight shelter 7p-7a. For the day center, the population of 55 total will make use of the warming center at various times, with the total population during the day for single women not to exceed 15.

**Single men.** This population will have access to the warming shelter from the hours of 7a-7p. Since the majority of unsheltered homeless are men, we anticipate this will be the largest

population served. Last year, The Rescue Mission reached a total of 163 in their overnight emergency shelter, with less than half during the day. We will not have a shelter for single men, but that number could help inform our capacity of the day center. We do not anticipate more than 40 people at any time, meaning we could have 30-40 men at the day center.

**Families.** Homeless families will be housed at Just Neighbors as space and limitations on COVID restrictions allow.

A client's stay in the program is voluntary and they can be exited for behavior issues. Infractions of guidelines, depending on the severity, could result in dismissal from the program.

### **Operating Partners**

**Fiscal Agent.** St Joseph Missions and Just Neighbors

**Operational Partner.** St Joseph Missions

**Administrative Partner.** Through Just Neighbors, the Planning Council will be an administrative partner offering technical assistance on this project. Just Neighbors will also offer case management for those needing services, including assessment for Coordinated Entry.

**Safe Recovery Site.** The Planning Council is the point of entry into the program for Northeast Indiana, with all referrals handled by Just Neighbors in conjunction with the SRS. Just Neighbors will coordinate with the SRS and arrange for aftercare when the client returns to Fort Wayne.

### **Contracted Partners**

**Security.** We will have 24/7 security available through Bow Street Investigations and Security.

**Facility.** The facility is owned by the City of Fort Wayne as of December 21 and will lease the site to us rent free.

**Staffing.** Pro Resources will handle staffing, payroll and other administrative tasks related to staff used on these projects.

**Food.** Vendors from the previous day center plan are not available, so we are working on what options are available locally. Currently, we are working with local restaurants to provide lunch and dinner based on the previous budget. Breakfast can be made available in the form of fruit, cereal or granola bars.

**Cleaning.** Blue Jacket

**Pets.** No pets are permitted in the program. The Allen County ASPCA has a temporary foster program that local shelters use extensively when homeless clients have pets in their care.

### **COVID Guidance and Protocols**

Standard guidance from the Allen County Department of Health will apply according to a memo sent December 16.

**PPE and Test Equipment.** Standard PPE will be provided, including masks, hand sanitizer and facilities to wash hands. The city purchased thermometers and pulse oximeters for previous projects, which we will use when a client enters the building. And, as with previous COVID projects, symptom monitoring is required for participation in the program.

### **Intake Procedures**

Both intake and the program itself will take place at 301 W Superior. One entrance will be used, with a staff person available to answer any questions on the programs. For the day center, intake essentially amounts to submitting to having temperatures taken, ensuring a mask is worn (except during meal service), and that social distancing is followed as much as possible. Guests can come and go from the day center as they wish, but must be screened for COVID symptoms each time they enter.

Intake for the women's overnight shelter will be a 7p daily, handled by the staff person in charge of the women's shelter that night. Symptoms are monitored. As with the COVID hotel program, anyone with a temperature greater than normal or pulse-ox under 90 will not be permitted to enter the overnight shelter. The guest must not appear to be a danger to themselves or others.

Absent any COVID symptoms, the intake process for a single woman into the overnight shelter will be as follows:

The client will request shelter at 301 Superior. While this program is intended to be low barrier, a visual assessment of the guest will be required to ensure they are not a danger to themselves or others, either due to mental issues or recent drug use. The guest and overnight shelter worker will complete the intake packet, which includes the assessment form. Once in the building and assessment is completed, the guest will not be permitted to leave until the program ends at 7a. Should a guest leave without permission, they may be either temporarily or permanently exited from the program.

While drugs and alcohol are not allowed on the premises, we will house many clients who are actively using these substances off site. We offer a non-judgmental approach that attempts to conform to harm reduction procedures. Instead of denying services to clients who are using, we try to give opportunities for the clients to minimize the harms associated with substance abuse.

## **Procedure**

- Staff will not ask clients to be abstinent, only that they not use in the shelter.
- Staff should help clients recognize that some ways of using substances are clearly safer than others.
- Staff should recognize that the realities of poverty, class, racism, social isolation, past trauma, sex-based discrimination and other social factors that affect clients' vulnerability to and capacity for effectively dealing with substance use.

## **Practicing Harm Reduction**

Staff should support clients with their harm reduction plans. Examples of this include:

Encouraging a client who has decided to reduce the amount of substance he or she consumes in a day; listening and honoring a client's story about how he or she became dependent in the first place; helping a client to get past the shame of being addicted so that they can make conscious choices about their self care; and giving a client information on how to use more safely to keep him/herself disease free, which will lead to more options in the future.

## **Expectation, Discipline and Exit Procedures**

This will be a low-barrier program. It is likely that some guests will cause a disturbance. Since providing a safe place for the unsheltered is our goal, we reserve the right to exit someone from the program.

Staff will promptly and responsively screen applicants' eligibility for services. To be eligible for services, clients must be homeless and cannot have consumed alcohol or drugs immediately before they are seeking entry into the shelter in a way that results in the client being a danger to themselves or others. This assessment is quite subjective; however, staff should use their experience to assess if the client needs services beyond what we can provide.

Once a client is admitted to the program, if program staff become aware of further information or observations that the client is unable to participate effectively in the program (including consuming alcohol or drugs on site or behavior problems), they should contact the operational partner for direction in the specific case. This includes clients that threaten staff, other clients or have threatened to harm themselves.

In some cases, we may require a client to be discharged on an involuntary emergency basis. The staff person on duty must inform the operational partner and together they agree on the decision to ask a client to leave. In the event a client must be exited immediately due to safety concerns, the staff person can inform the operational partner after the fact. Either way, security should be present whenever a guest is asked to leave.

Employees have an obligation to assist cooperating clients in linking to other appropriate services prior to leaving the shelter. This may include, among other things, making referrals or providing the clients with resources to self-refer. Staff should always remain non-judgmental in

their approach to the client. Be honest with the client about why he or she is being asked to leave. The client may react angrily to the involuntary discharge and staff may be the target of that anger. If there are concerns that this may happen, staff should ensure that they are not alone during the procedure.

Region: 4

Counties Covered:

**Contact Name:**

**Email:**

**Phone:**

**Contingency Plan:**

## Region: 5

**Counties Covered:** Cass, Miami, Wabash, Howard, Tipton counties

**Contact Name:** Pam Issac

**Email:**

**Phone:**

### **Contingency Plan:**

The Winter Contingency Plan for Region 5 is as follows.

The COVID-19 Isolation Shelter, which serves all of Region 5, will remain open in Howard County through March 31, 2021. We are able to house up to 50 individuals from local shelters or who are homeless, who are either awaiting test results or have tested positive for the virus. If at any time, we need additional beds, we will work with the Safe Recovery Site in Valparaiso. Coordinated Assistance Ministries will provide transportation to and from the Recover Site as needed.

Coordinated Assistance Ministries is providing 24 hour per day on call services and staffing, as well as, personal protective equipment for the COVID-19 Isolation Shelter in Kokomo, IN. Howard County Government is assisting with the PPE for the shelter

This allows our shelters to remain open to accepting individuals and families that need shelter.

Warming shelters are available in Howard, Cass and Miami Counties when the temperature requires.

Information on warming shelters across the region is broadcast on local radio stations.

We work closely with our Local Health Departments for both testing and vaccine distribution which has already started in Howard County.

Region: 6

Counties Covered:

**Contact Name:**

**Email:**

**Phone:**

**Contingency Plan:**

## Region: 7

Counties Covered: Vigo, Clay, Parke, Vermillion, Putnam & Sullivan.

**Contact Name:**

**Email:**

**Phone:**

**Contingency Plan:**

- The council will remain meeting via Zoom until further notice. We will not have any events in person until further notice.
- The Warming and Cooling Center is projected to reach up 100 individuals per month (15-20 per night) with an array of services, to include case management, food distribution, healthcare, transportation, and education related to COVID-19 protocols.
- Each person who is served through the warming and cooling center will receive a Coordinated Entry assessment to determine needed services and appropriate placement. Case management will occur while the individual is receiving services at the Center. Follow-up case management will occur at least one time per month after the initial intervention, depending on the needs of the client.
- We will continue to follow CDC and local health department guidelines regarding COVID.
- Regional leadership will work together with all the county health departments to publicize and distribute Covid vaccinations when they become available to the public.

## Region: 8

Counties Covered: **Boone, Hamilton, Hendricks, Hancock and Madison**

Contact Name: Marlena Washington

Email: [marlena.washington@aspireindiana.org](mailto:marlena.washington@aspireindiana.org)

Phone: 765/641-8215

Contingency Plan:

The Winter Contingency Plan for Region 8 is as follows.

- The council will remain meeting via Google meeting until further notice. We will not have any events in person until further notice.
- Region 8 is able to utilize the Isolation Shelter in Bloomington. Any CoC agency within the region may make referrals to the Isolation Shelter, and other agencies may make referrals through designated CoC agencies or government entities within their county. All counties have received instructions on how to make referrals to the Isolation Center. In the event the Isolation Shelter is not available, agencies will work directly with Family Promise of Hendricks County to utilize Flex funds. The flex funds would be available to provide hotel accommodations when shelters are experiencing overflow or the need for isolation.
- Shelters in the region may limit their individual/household capacity to reduce the spread of COVID-19.
- Warming centers are available in Madison, Hamilton, Boone, Hendricks and Hancock Counties when the temperature requires. Information on warming centers are shared through the radio and social media.
- We work closely with our Local Health Departments for both testing and vaccine distribution which has already begun in Madison County.

## Region: 9

Counties Covered: Fayette, Union, Wayne, Rush, Franklin

Contact Name: Jessica Burton

Email: [Jessica.burton@meridianhs.org](mailto:Jessica.burton@meridianhs.org)

Phone:

### Contingency Plan:

- The council will remain meeting via Zoom until further notice. We will not have any events in person until further notice.
- We will work with local shelters in Fayette and Wayne counties to find immediate housing options for individuals in need. We will also coordinate with local churches in all counties to provide emergency warming stations/locations as their policies permit. We will work to refer any individuals served through those warming stations for a Coordinated Entry assessment. We will also provide referrals for those individuals for primary health care, behavioral healthcare and insurance enrollment.
- We will continue to follow CDC and local health department guidelines regarding COVID.
- Regional leadership will work together with all the county health departments to publicize and distribute Covid information and assist with any necessary referral processes.

## Region: 10

Counties Covered: Morgan, Owen, Greene, Monroe, Lawrence, Martin

**Contact Name:**

**Email:**

**Phone:**

**Contingency Plan:**

The purpose of this plan is to outline winter contingency plans for shelters and people experiencing homelessness during winter months in Region 10.

Warming and Low-Barrier Winter Shelters—Winter shelters are in place in three cities in the region: Bloomington, Bedford, and Martinsville. These shelters are prepared to serve individuals in any of the six counties in our region. In addition to these shelters, Wheeler Mission and Beacon (both in Bloomington) have temporarily expanded beds in their year-round shelters to accommodate increased demand for shelter this winter, including beds for both men and women.

We have additionally made 15 hotel rooms available to high-risk individuals sleeping who would otherwise be sleeping outdoors. Currently those 15 rooms shelter 23 individuals. Individuals were selected based on need and vulnerability as assessed by the Isolation Shelter and all the referring agencies.

Currently, Monroe County is seeing an unusually high number of unsheltered individuals sleeping in public parks or camping elsewhere. Sheltering agencies are working with local government to find solutions for these individuals. As of January 19, Beacon has added another 49 winter contingency beds. We anticipate maintaining these beds through early April. These beds are low barrier, accessible, available from 9pm-7am and open to people of all faiths and genders regardless of orientation.

Isolation and Quarantine Sheltering—Region 10 operates an isolation shelter out of the Super 8 Motel in Bloomington. We currently have 22 rooms available for isolation for individuals experiencing homelessness who have tested positive for COVID-19 or quarantine for those who have come into close contact with a person who has tested positive for COVID-19. Currently, this is enough capacity for each person to be isolated or quarantined alone or with their partner or family, according to each affected individual's situation and preference.

Any CoC agency within the region may make referrals to the Isolation Shelter, and other agencies and may make referrals through designated CoC agencies or government entities within their county. All counties have received instructions on how to make referrals to the isolation shelter. Each CoC agency

also has funds available to use for hotel rooms locally if that circumstance is more appropriate for the individual, couple, or family.

In the event of a major outbreak, we are well-positioned to rent additional rooms from the hotel as necessary. If the rooms available are not sufficient to accommodate all those needing shelter, we are prepared to quarantine people in pairs in hotel rooms. In the event of a major outbreak in one shelter, several shelters are prepared to isolate clients on site, while other shelters absorb the overflow from any clients who were not exposed.

Thanks to a shorter recommended isolation time and greater availability of rapid tests for symptomatic individuals, we are seeing decreased shelter stays and more efficient use of isolation and quarantine capacity. We do not anticipate that an outbreak would be unmanageable.

Region: 11

Counties Covered:

**Contact Name:**

**Email:**

**Phone:**

**Contingency Plan:**

Region: 12

Counties Covered:

**Contact Name:**

**Email:**

**Phone:**

**Contingency Plan:**

## Region: 13

**Counties Covered:** Orange, Washington, Scott, Jefferson, Clark, Floyd, Harrison, Crawford counties

**Contact Name:** Leslea Townsend

**Email:**

**Phone:**

### **Contingency Plan:**

Region 13 has 2 responses to the COVID-19 winter plan.

1). White Flag shelter for Clark and Floyd Counties

- Began in a congregate care setting in a local church
- Moved to a hotel on January 11, 2021 until April 15, 2021 pending IHEDA funding- Have funding until February 1, will need IHEDA grant approval for continued services.

2). Quarantine shelter that services both Region 13/14.

- Ran by Clark County Homeless Shelter in a Hotel Setting
- Anyone outside of Region 13 is referred to the Regional Chair for admittance to ensure an appropriate plan is put into place.

3). Other counties are sheltering in place for COVID 19 in the local shelter.

4). Street Outreach for COVID precautions are encouraged. Congregate locations are identified and appropriate groups are dispersed to educate when possible.

5). Continuing to gain involvement from other regions for Winter response.

## Region: 14

**Counties Covered:** Ripley, Dearborn, Ohio, Switzerland counties

**Contact Name:** Craig Beckley

**Email:**

**Phone:**

### **Contingency Plan:**

This interim guidance is based on what is currently known Covid-19. The Centers for Disease Control and Prevention (CDC) will update this interim guidance as needed and as additional information becomes available.

Summary of Recent Changes

A revision was made on 10/31/2020 to reflect the following:

- Facility Ventilation Considerations
- Long-term planning for COVID-19 infection control and prevention

People experiencing homelessness are at risk for infection during community spread of COVID-19. This guidance is intended to support response planning by emergency management officials, public health authorities, and homeless service providers, including overnight emergency shelters, day shelters, and meal service providers.

COVID-19 is caused by a new coronavirus. Transmission of COVID-19 in our community could cause illness among people experiencing homelessness, contribute to an increase in emergency shelter usage, and/or lead to illness and absenteeism among homeless service provider staff.

Early and sustained action to slow the spread of COVID-19 will keep staff and volunteers healthy, and help your organization maintain normal operations.

## Community coalition-based COVID-19 prevention and response

Planning and response to COVID-19 transmission among people experiencing homelessness requires a “whole community” external icon approach, which means that you are involving partners in the development of your response planning, and that everyone’s roles and responsibilities are clear. Table 1 outlines some of the activities and key partners to consider for a whole-community approach.

Table 1: Using a community-wide approach to prepare for COVID-19 among people experiencing homelessness.

- Stay updated on the local level of transmission of COVID-19 through your local and state health departments and local radio.
- Communicate clearly with staff and clients.
  - Use health messages and materials developed by credible public health sources, such as your local and state public health departments or the Centers for Disease Control and Prevention (CDC).
  - Post signs at entrances and in strategic places providing instruction on hand washing, etiquette, use of masks, and social distancing.
  - 
  - Keep staff and clients up-to-date on changes in facility procedures.
  - Ensure communication with clients and key partners about changes in program policies and/or changes in physical location.
- Identify platforms for communications such as a hotline, automated text messaging, or a website to help disseminate information to those inside and outside your organization. Learn more about communicating to workers.
- Identify and address potential language, cultural, and disability barriers associated with communicating COVID-19 information to workers, volunteers, and those you serve..

## Supplies

Have supplies on hand for staff, volunteers, and those you serve, such as:

- Soap
- Alcohol-based hand sanitizers that contain at least 60% alcohol
- Tissues
- Trash baskets
- Masks
- Cleaning supplies
- Personal protective equipment (PPE), as needed by staff (see below)

## Staff considerations

- Provide training and educational materials related to COVID-19 for staff and volunteers.
- Minimize the number of staff members who have face-to-face interactions with clients with respiratory symptoms.
- Develop and use contingency plans for increased absenteeism caused by employee illness or by illness in employees' family members. These plans might include extending hours, cross-training current employees, or hiring temporary employees.

- Staff and volunteers who are at increased risk for severe illness from COVID-19 should not be designated as caregivers for sick clients who are staying in the shelter. Identify flexible job duties for these increased risk staff and volunteers so they can continue working while minimizing direct contact with clients.
- Put in place plans on how to maintain social distancing (remaining at least 6 feet apart) between all clients and staff while still providing necessary services.
- All staff should wear a mask for source control (when someone wears a mask over their mouth and nose to contain respiratory droplets), consistent with the guidance for the general public. See below for information on laundering washable masks.
- Staff who do not interact closely (e.g., within 6 feet) with sick clients and do not clean client environments do not need to wear personal protective equipment (PPE).
- Staff should avoid handling client belongings. If staff are handling client belongings, they should use disposable gloves, if available. Make sure to train any staff using gloves to ensure proper use and ensure they perform hand hygiene before and after use. If gloves are unavailable, staff should perform hand hygiene immediately after handling client belongings.
- Staff who are checking client temperatures should use a system that creates a physical barrier between the client and the screener, if possible.
  - Screeners should stand behind a physical barrier when possible, such as a glass or plastic window or partition that can protect the staff member's face from respiratory droplets that may be produced if the client sneezes, coughs, or talks.
  - If social distancing or barrier/partition controls cannot be put in place during screening, PPE (i.e., facemask, eye protection [goggles or disposable face shield that fully covers the front and sides of the face], and a single pair of disposable gloves) can be used when within 6 feet of a client.
  - However, given PPE shortages, training requirements, and because PPE alone is less effective than a barrier, try to use a barrier whenever you can.
- For situations where staff are providing medical care to clients with suspected or confirmed COVID-19 and close contact (within 6 feet) cannot be avoided, staff should at a minimum, wear eye protection (goggles or face shield), an N95 or higher level respirator (or a facemask if respirators are not available or staff are not fit tested), disposable gown, and disposable gloves. **Cloth face coverings are not PPE and should not be used when a respirator or facemask is indicated.** If staff have direct contact with the client, they should also wear gloves.
- Staff should launder work uniforms or clothes after use using the warmest appropriate water setting for the items and dry items completely.
- Provide resources for stress and coping to staff.

## Facility layout considerations

- 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 to at least 6 feet.
- In meal service areas, create at least 6 feet of space between seats, and/or allow either for food to be delivered to clients or for clients to take food away.
- In general sleeping areas (for those who are not experiencing respiratory symptoms), try to make sure client's faces are at least 6 feet apart.
  - Align mats/beds so clients sleep head-to-toe.
- For clients with mild respiratory symptoms consistent with COVID-19:
  - Prioritize these clients for individual rooms.
  - If individual rooms are not available, consider using a large, well-ventilated room.
  - Keep mats/beds at least 6 feet apart.
  - Use temporary barriers between mats/beds, such as curtains.
  - Align mats/beds so clients sleep head-to-toe.
  - If possible, designate a separate bathroom for these clients.
  - If areas where these clients can stay are not available in the facility, facilitate transfer to a quarantine site.
- For clients with confirmed COVID-19, regardless of symptoms:
  - Prioritize these clients for individual rooms.
  - If more than one person has tested positive, these clients can stay in the same area.
  - Designate a separate bathroom for these clients.
  - Follow CDC recommendations for how to prevent further spread in your facility.
  - If areas where these clients can stay are not available in the facility, assist with transfer to an isolation site.

## Facility ventilation considerations

- Ensure ventilation systems operate properly and per established local/national codes. Increase the indoor delivery of outdoor air as much as possible. Do not open windows and doors if doing so poses a safety or health risk (e.g., risk of falling, triggering asthma symptoms) to clients, staff, volunteers, or visitors using the facility.
- Consider taking steps to improve ventilation in the building, in consultation with an HVAC professional, based on local environmental conditions

(temperature/humidity) and ongoing community transmission in the area. Identifying the best steps for your specific facility will depend on a number of factors including but not limited to layout, number of occupants, environmental factors, and available resources. Potential steps include:

- Increase the percentage of outdoor air (e.g., using economizer modes of HVAC operations) potentially as high as 100% (first verify compatibility with HVAC system capabilities for both temperature and humidity control as well as compatibility with outdoor/indoor air quality considerations).
- Increase total airflow supply to occupied spaces, if possible.
- Disable demand-control ventilation (DCV) controls that reduce air supply based on temperature or occupancy.
- Consider using natural ventilation (i.e., opening windows if possible and safe to do so) to increase outdoor air dilution of indoor air when environmental conditions and building requirements allow. If temperatures outside make it difficult to leave multiple windows open, consider safely securing window fans or box fans (sealing the perimeter around the box fan) to blow air out of selected windows. The resulting make-up air will come into the building via multiple leak points and blend with indoor air as opposed to a single unconditioned incoming air stream.
- Improve central air filtration:
  - Increase air filtration to as high as possible without significantly diminishing design airflow.
  - Inspect filter housing and racks to ensure appropriate filter fit and check for ways to minimize filter bypass.
- Generate clean-to-less-clean air movements by re-evaluating the positioning of supply and exhaust air diffusers and/or dampers and adjusting zone supply and exhaust flow rates to establish observable pressure differentials. Have staff work in “clean” ventilation zones that do not include higher-risk areas such as visitor reception or exercise facilities (if open). Careful placement of window exhaust fans can also assist in establishing directional airflow.
- Consider using portable high-efficiency particulate air (HEPA) fan/filtration systems to help enhance air cleaning (especially in higher-risk areas). HEPA systems not only capture and remove potentially infectious particles in the air but their clean air discharge is just as beneficial as fresh outdoor air when it comes to diluting contaminants.
- Ensure exhaust fans in kitchens and restroom facilities are functional and operating at full capacity when the building is occupied. Consider running exhaust fans for several hours before and after occupied times when possible.

- Consider using ultraviolet germicidal irradiation (UVGI) as a supplemental technique to inactivate potential airborne virus in the upper-room air of common occupied spaces. Seek consultation with a reputable UVGI manufacturer or an experienced UVGI system designer prior to installing and operating UVGI systems.
- Collaborate with the health department and other community partners to identify resources for improving ventilation and air quality.

## Facility procedure considerations

- Plan to maintain regular operations to the extent possible.
- Limit visitors who are not clients, staff, or volunteers.
- Do not require a negative COVID-19 viral test for entry to a homeless services site unless otherwise directed by local or state health authorities.
- Identify clients who could be at increased risk for complications from COVID-19, or from other chronic or acute illnesses, and encourage them to take extra precautions.
- Arrange for continuity of and surge support for mental health, substance use treatment services, and general medical care.
- Identify a designated medical facility, St. Elizabeth Dearborn, to refer clients who might have COVID-19.
- Keep in mind that clients and staff might be infected without showing symptoms.
  - Create a way to make physical distancing between clients and staff easier, such as staggering meal services or having maximum occupancy limits for common rooms and bathrooms.
  - All clients should wear masks any time they are not in their room or on their bed/mat (in shared sleeping areas). Masks should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- Regularly assess clients and staff for symptoms.
  - Clients who have symptoms may or may not have COVID-19. Make sure they have a place they can safely stay within the shelter or at an alternate site in coordination with local health authorities.
  - An on-site nurse or other clinical staff can help with clinical assessments.
  - Provide anyone who presents with symptoms with a mask.
  - Facilitate access to non-urgent medical care as needed.
  - Use standard facility procedures to determine whether a client needs immediate medical attention. Emergency signs include:
    - Trouble breathing
    - Persistent pain or pressure in the chest
    - New confusion or inability to arouse

- Bluish lips or face
  - Notify the designated medical facility and personnel to transfer clients that the client might have COVID-19.
- Prepare healthcare clinic staff to care for patients with COVID-19, if your facility provides healthcare services, and make sure your facility has supply of personal protective equipment].
- Provide links to respite (temporary) care for clients who were hospitalized with COVID-19 but have been discharged.
  - Some of these clients will still require isolation to prevent transmission.
  - Some of these clients will no longer require isolation and can use normal facility resources.
- Make sure bathrooms and other sinks are consistently stocked with soap and drying materials for handwashing. Provide alcohol-based hand sanitizers that contain at least 60% alcohol at key points within the facility, including registration desks, entrances/exits, and eating areas.
- Washable masks used by clients and staff should be laundered regularly. Disposable masks should not be laundered. Staff involved in laundering masks should do the following:
  - Masks should be collected in a sealable container (like a trash bag).
  - Staff should wear disposable gloves and a face mask. Use of a disposable gown is also recommended, if available.
  - Gloves should be properly removed and disposed of after laundering washable masks; clean hands immediately after removal of gloves by washing hands with soap and water for at least 20 seconds or using an alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available.
- Clean and disinfect frequently touched surfaces at least daily and shared objects between uses using an EPA- registered disinfectant.

Implementation of the public health prevention measures described in this guidance should continue if:

- a case of COVID-19 has been identified in the facility,
- COVID-19 cases have been identified in people experiencing homelessness in the community, or
- there continues to be community spread of COVID-19

Even if no cases of COVID-19 have been identified in your locality for the past 14 days, continue to maintain the following key components of a sustainable approach to prevention and response:

1. Monitor COVID-19 activity in your area. For the latest updates on local transmission of the virus that causes COVID-19, communicate regularly with your state, tribal, local or territorial health departments.
2. Create flexible quarantine and isolation locations that are scalable in case the number of COVID-19 cases in the facility or community increases.
3. Have a plan in place to reduce the number of people staying in the shelter and quickly increase cleaning and disinfection frequency in response to an identified case in the facility or a rise of transmission in the community.
4. Keep a minimum set of infection prevention and control procedures in place at all times, including the following:
  - Baseline cleaning and disinfection protocols
  - Access to handwashing facilities

1/1