

# WHAT YOU NEED TO KNOW (COVID-19)

## 1. What is it?

- Coronavirus disease 2019 or COVID-19 is a new type of respiratory infection that is similar to the flu. To stop the spread of COVID-19, we recommend that you learn more about how to protect yourself and others.

## 2. Are people experiencing homelessness at risk of Covid-19?

- Yes, as are all of us. Many are in the elderly category or have disease processes that make them more vulnerable. They often lack appropriate hygiene supplies, ability to separate themselves from groups and have limited access to medical providers.

## 3. How can people experiencing homelessness protect themselves when Covid-19 is spreading in their community?

- Access locations to wash their hands whenever possible, obtain hand sanitizer if possible, wear a face covering even if it is a bandana or scarf.

## 4. What should a person who is experiencing homeless do if they have symptoms consistent with Covid-19?

- Contact their physician if they are an established patient. If not contact the closest Emergency or Urgent Care facility. Try to separate themselves from others if possible.

## 5. Where can people experiencing homelessness be tested for Covid-19?

- Currently most testing in Monterey County is being performed on symptomatic individuals. If the contact person in the above question feels it is warranted they will recommend testing and the location.

## 6. Where should a person who is experiencing homelessness stay if they are suspected to have Covid-19 or if they have tested positive for Covid-19?

- Community Homeless Solutions currently has locations in Marina and Salinas to house persons that have tested positive. Monterey County is also able to provide some hotel rooms to homeless individuals needing to isolate themselves

## 7. Does Community Homeless Solutions accept donations?

- Yes we do accept donations and there are several lists of needed items that can be accessed via our website, [communityhomelessolutions.org](http://communityhomelessolutions.org)

## WHAT YOU NEED TO KNOW (COVID-19)

### **8. Does Community Homeless Solutions screen incoming guests?**

- Referring to COVID-19 we do screen each person that enters our facilities.

### **9. Do Community Homeless Solutions homeless/warming shelters close?**

- No, all our shelters are currently open and staffed 24/7

### **10. What are the protocols for discharge from hospitals for people experiencing homelessness with flu and colds?**

- We don't receive direct referrals from hospitals for homeless individuals except at the Central Coast Respite Center. Persons coming into the CCRC have been vetted through the hospital system, and our healthcare board members including Shirley Dickinson, MD.

### **11. Does Community Homeless Solutions have face masks or other protective gear for individuals experiencing homelessness?**

- We have received some through Natividad Medical Center and other donations but are not fully supplied. We would welcome additional donations in this area.

### **12. What is the process for screening clients and staff for COVID 19?**

- First time guests complete a short health interview, have their temperature taken and are given our guidelines under the current COVID-19 restrictions. They have to agree and sign to be allowed entrance. Each family member is screened including children. If a guest goes out to work or for the 2-hour window to obtain essentials upon return they wash/sanitize their hands and have their temperature recorded. All guests and staff temperatures are tracked 2 times per day.

### **13. Is testing available at shelter sites?**

- No, we currently aren't supplied with any testing kits.

### **14. How can I find out the daily availability of open beds in Community Homeless Solutions shelters?**

- You can call our main number at 831-384-3388 and will be routed to the appropriate manager.

## WHAT YOU NEED TO KNOW (COVID-19)

### **15. How can hospital providers connect unsheltered patients to Community Homeless Solutions after they are discharged?**

- Discharge planners at all the hospitals have access to Community Homeless Solutions and can call to inquire about availability.

### **16. How does Community Homeless Solutions support a client who tried accessing one shelter, but it was full?**

- We have access to other agencies who also provide shelter depending on the age of the individual. We also have connections with Monterey County and the city of Salinas. The individual can then be referred to the appropriate agency

### **17. Do shelter guests have access to regular food and fresh drinking water?**

- All our guests receive 3 meals per day and fresh drinking water is always available.

### **18. Do shelter clients have access to showers and restrooms and places to wash their hands?**

- Yes, all our facilities are equipped with restrooms and showers. Our newest project has been additional restrooms and showers for our guests at the Salinas Warming Shelter.

### **19. What is being done in terms of providing food and water for unsheltered homeless individuals living on the streets and encampments?**

- Although Community Homeless Solutions isn't directly involved in this, there are several other local volunteer organizations spearheading projects to reach the street and encampments.