

COVID-19 COMMUNICATION FOR SERVICE PROVIDERS

Coronavirus Protection Program for People in Housing Crisis

Orange County has created this program to help people who are:

- Living unsheltered
- Staying in a homeless shelter
- Living unstably with friends or family/ couch surfing/doubled up
- Living in a place not meant for human habitation, like a car, shed, or tent
- Anyone unable to safely return to their housing



Why does Orange County have this program?

- To help people access needed medical care
- To prevent other people from contracting COVID-19
- To provide space and resources needed for people who are sick to get better
 - If someone has a **positive** COVID-19 test, they will be asked to stay in the hotel until their symptoms are not present for 2+ days
 - If someone has a **negative** COVID-19 test, they will be provided transportation back to a place of their choosing.



Tips to increase participation

What if my client is not interested in participating?
It could be helpful to review:

- Program specifics (meals provided, transportation available, etc)
- Coronavirus is very contagious, there is a high likelihood of getting others sick



Exploring stated reasons for not participating:

- Express concern for their health and risk if they have COVID-19
- Ask follow up questions about what makes them hesitant to participate
- Validate feelings of ambivalence or resistance while exploring any positive motivation to participate
- Problem solve specific concerns, for example:
 - **Need to work** - explain CARES Act worker protections during COVID-19;
 - **Suspicion of the program** - dispel misinformation, model transparency by providing details and relevant information;
 - **Caretaker** - help them arrange for care for people or pets

Asking Screening Questions

Service Providers - As you are in contact with your clients, please ask if they have:



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|-----------------|-----------------------------------|-----------------------------|-----------------|
| <i>Chills</i> | <i>Muscle Pain</i> | <i>Fever</i> | <i>Cough</i> |
| <i>Headache</i> | <i>New Loss of Taste or Smell</i> | <i>Difficulty Breathing</i> | <i>Diarrhea</i> |

If the client has any of these symptoms, they need to seek medical care right away **according to your agency's existing medical care plan**. If your agency does not have a plan in place, please create one with Piedmont Health Services at (919)-951-7600 as soon as possible.

If unable to arrange for immediate medical plan:

- Call the Orange County Health Department COVID-19 hotline at **919-245-6111** during office hours (**M-F 8am-5pm**), to speak with a nurse in order to be screened for testing and potential referral to the UNC Respiratory Diagnostic Center (RDC-near ER, central Chapel Hill). If the symptoms present outside of normal business hours
- Please call the Community Care of NC COVID-19 Triage Plus line at **1-877-490-6642**, which is open **7am - 11pm, seven days per week**. A nurse will triage the symptoms and make both a recommendation for testing and direct the client to the closest testing center.

Contact **Lindsey Shewmaker** at **(919)-357-1776** to arrange a hotel stay after following the appropriate medical plan.

What happens immediately:

- Please ask person to stay isolated
- Staff will be back in touch with next steps

What's involved with the program?

People who are experiencing homelessness and have symptoms of COVID-19 and are waiting on test results OR who have a positive COVID-19 test will be helped to receive:



- medical care
- someone to check in on you to help with other needs
- hotel stay
- meals
- transportation as needed

To prevent more people from potentially getting sick, program participants will be asked to:

- Stay mainly in their rooms
- Potentially give info about people they've been in contact with recently
- Remain in the program until they are cleared to leave by medical providers, usually within days with a negative test or weeks with a positive test

