

# Brighter Days COVID-19 Plan for Operations

On June 15th, Brighter Days will open at 50 % capacity to begin serving the homeless community in a safe and effective manner. This limited operation will be in place until public health conditions allow for additional utilization of the facility. As the overall risk of infection is minimized, we are then able to serve a larger portion of the population.

## Key Components of Plan

- Health screenings will be conducted, prior to admittance, of anyone staying, working or volunteering at Brighter Days
- High touch surfaces will be cleaned continuously
- Educational materials will be passed out to all guests and signs about safety etiquette will be posted
- Personal protective equipment (PPE) will be used for the safety of volunteers, employees and guests
- An intensive daily cleaning regimen will be implemented
- Initially, 50 % capacity will be utilized; this may increase as time goes on.
- Clients showing signs of illness or reporting symptoms of illness will be isolated from the general population immediately
- Food service will be completed in a safe way, including handwashing, individual servings, etc.

## Intake Process

- 1) Our fenced-in outside area will be utilized as a waiting area for clients wishing to enter Brighter Days. Snacks will be available in the tent area, and no more than four people will be able to enter this area at any time. A line will be formed around the building with markings indicating six-foot distancing guidelines. All guests are required to wear masks while waiting to enter Brighter Days. Snacks served will all be individually wrapped portions. All food will be served in individual containers/plates. No self-serve drinks will be provided.
- 2) Guests will begin to enter Brighter Days at 6:00 PM – two tables will be set up six feet apart and will be staffed by an employee at each table. Employees will wear gloves, gowns, eye protection and masks while conducting intake screenings. We have transitioned to a paperless intake check-in. Staff will use a tablet to check-in guests and guests will sign-in using a stylus. The stylus will be cleaned after each use.
- 3) Guests will enter the intake area one at a time and will proceed to the first table. Guests will have their temperature checked and complete a physical health screening form prior to intake occurring. See attached health screening form. If a guest is cleared after screening, they will be given information on safe physical (social) distancing practices and requirements to stay at the shelter. They will then proceed to the second table where intake will occur and paperwork needed to stay at shelter will be completed. Staff will always wear the PPE mentioned above, and guests will be required to wear a mask at all times inside the building,

with the exception of when they are in their bunk, in the shower, or while eating and drinking.

- 4) Should a guest not clear the health screening, they will report directly to the overflow room, and will leave their belongings to be processed through intake. They will not be allowed to exit the overflow room until all guests have completed intake for the evening. Food will be brought to their room, if available that night, items will be searched per intake process and brought to their room, and the public bathroom will be used for hygiene needs after everyone else is secured in the dorms.
- 5) The overflow room can be used for up to 2 individuals per night, and a barrier screen will be placed between the two bunks to assure safety. Guests will only be allowed to stay that night and will not be allowed to come back to the shelter until physically cleared of COVID-19 by a medical practitioner. Information on the COVID-19 hotline will be given to them for follow through on the medical clearance process..
- 6) After every four clients (approximately every 15 minutes) have completed the intake process, a small break will occur to wipe down all high contact surfaces with an appropriate disinfectant. This will include door knobs and handles, intake table surfaces, public restroom facilities, and work room door knobs and table, if meal service is occurring.
- 7) The one exception to the immediate retiring to the dorm area is that when case management is to be completed. In the event case management will occur, the client will leave their items in the dorm after intake, and meet with the case manager in the case management office. Both the case manager and client will be required to wear a mask during the case management session. In addition, a table will be set up with a plexiglass partition between the two as they meet. The area will be completely sanitized between case management appointments, to include plexiglass partition, table, door knobs, and chairs.
- 8) Guests will remain in their dorms from the time of intake until they are ready to leave the facility in the morning. All guest chores will be suspended, and the use of guest cleaners will also be suspended.
- 9) A basic disinfection of the three facility bathrooms (men's, women's and public) will be completed at 10:00pm.
- 10) For the men's dorm, the bed by the door will not be used, leaving 12 bunk beds to be used. Beds will be alternated top to bottom bunk to allow for physical distancing. Unused beds will have the mattresses removed and stored elsewhere. This will allow 12 men to stay at the shelter..
- 11) For the women's dorm, we will move beds to keep them from being in close proximity and will use the same top/bottom rotation. This will allow 7 women to stay.
- 12) Special nighttime cleaning processes are to be implemented as follows:

See attached Cleaning Schedule

- 13) When laundry is completed at night, gloves, gown and masks are to be worn. Garments should be cleaned using the hottest water that the garments can tolerate.
- 14) The smoking area at Brighter Days will not be used in the morning. Guests are to stay in dorms until leaving.
- 15) When a guest exits the dorm, they will come to the window, which will be covered with plexiglass, except for a six-inch opening at the bottom. They will retrieve their personal

items from the white tote, be given a cup of coffee, sack breakfast, and sack lunch. They then will exit shelter immediately.

### **Supplies Needed at Shelter**

- Hand soap
- Alcohol-based hand sanitizers (at least 60% alcohol)
- Tissues
- Trash baskets
- Cloth masks for guests
- Surgical face masks for volunteers and staff
- PPE to include gowns, gloves and masks
- Large arm length gloves for laundry completion

# Brighter Days Health Screening

Become familiar with symptoms of COVID-19

One of the following could be indicative of COVID—19

-Cough (Determine if client is a smoker and has a regular routine cough. Anyone with a regular cough should be asked if their cough has changed or if they have any of the additional symptoms. Chronic cough in addition to another symptom would still be concerning for infection.)

-Shortness of breath or difficulty breathing

**OR**

Two of the following symptoms

-Fever

-Chills

-Repeated shaking with chills

-Muscle pain

-Headache

-Sore throat

-New loss of taste or smell

Name \_\_\_\_\_

Date \_\_\_\_\_

DOB \_\_\_\_\_

Gender \_\_\_\_\_

1) Do you have a fever? \_\_\_\_\_ Yes \_\_\_\_\_ No

2) Do you have a cough? \_\_\_\_\_ Yes \_\_\_\_\_ No

3) Are you experiencing shortness of breath? \_\_\_\_\_ Yes \_\_\_\_\_ No

4) What is your age? \_\_\_\_\_

If client answers yes to questions 1-3, they should be placed in overflow room unless in obvious medical distress (call 911 if this is the case). Provide information on local COVID-19 hotline and

explain they must have cleared medical procedures and be COVID-19 free before they can return to facility.

Please be advised that the following severe symptoms should be addressed immediately – call 911:

- Extreme difficulty breathing
- Bluish lips or face
- Persistent pain or pressure in the chest
- Severe persistent dizziness or lightheadedness
- New confusion, or inability to arouse
- New seizure or seizures that won't stop