

Client Visit/Phone Script & Guidelines

Covid-19 State of Emergency

Until further notice, begin each session (in person or on the phone) with these 3 critical questions:

“Hi. Before we begin, let me start by asking you 3 important questions. We’re asking these of every person we meet with until the concerns about coronavirus in our community have passed. Are you having currently having”:

1. Shortness of breath (if person has this, call 911 and have the person talk to the nurse triage)
2. Fever
3. Cough

If the person says they have none of these symptoms or only 1, you can continue to work with them as you would normally. Ask if they’ve seen or doctor and offer to help connect them if they haven’t.

WHAT TO DO

Cough + Fever = Offer a mask and refer to a Pathways nurse or external medical office (e.g. Unity Health Clinics, SOME, Community of Hope, or any FHQC/Urgent Care/Primary care clinic)

Cough + Shortness of Breath = Call 911

Cough + Fever + Shortness of Breath = Call 911

Staying Safe During a Home Visit

Our ultimate goal during this coronavirus/Covid-19 crisis is to keep staff safe and ensure the health and safety of the people we serve. We are taking universal precautions to achieve these goals and to ensure we don’t unintentionally pass the virus on to our medically vulnerable & senior clients if we are carriers. Until further notice, we need **to keep any necessary home visits as brief and focused as possible**- just long enough to assess and plan for immediate needs (e.g., health, behavioral health, social emotional).

In order to do that, each team must keep an updated “live” list of the following information on every client:

1. Identifying if they are Level 1 (need continued home visits) or Level 2 (OK with telephonic visits only). This can change day to day.
2. Medication and/or money management schedule.
3. Phone number. If they don’t have a phone, what is the plan to get them one.
4. If Level 1- what is the frequency of visit needed.

Make sure you have a kit with the following in your car (Pathways has most of these supplies):

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 we have donations at Pathways to give to people who don’t have any in their home. Many people don’t have income or run out of these things quickly.

Follow these steps before/during/after home visits (*goal is to only enter apartments if absolutely necessary and to minimize length of time there0:

1. Call clients who have phones before entering their apartments and ask them the 3 critical questions.

7Covid-19 Protocol

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Tips for Home Visits

- ✓ Educate clients on what the virus is and how to minimize exposure
- ✓ Leave written materials and flyers
- ✓ Safety planning: does s/he know who to call and what to do if they aren’t feeling well?
- ✓ How much food do they have on hand? Do they need help getting food?
- ✓ How much medication do they have on hand?
- ✓ Social isolation is real. Can we call every day to check in? Do you have other people to talk to? How can you fill the time? Do you need things like books/tv/radio/crossword puzzle/deck of cards?
- ✓ Assess need for basic supplies like soap and toilet paper. You may need to help them get it.
- ✓ Share resources on where to get meals & food bags
- ✓ Does the person have money for the bus to get to needed resources?
- ✓ Do we have an emergency contact & photo in Credible – perfect time to update our records.
- ✓ If there is a pet in the house, are there enough pet supplies? Is there an emergency plan for the pet if you get sick and need to be in the hospital?

2. If the client doesn't have a phone, ask them the questions at their apartment door before entering. Don't assume that every person we work with is following the news. Have flyers with you explaining coronavirus/Covid-19, why you're asking these questions and how to keep themselves safe.
3. Before entering anyone's home, sanitize your hands so you don't bring germs in.
4. If a person is coughing or says they have a fever, offer them a mask before entering their home. Tell them that if they don't wear it, you won't be able to work with them in their apartment since it's a confined space. If you don't feel comfortable, don't enter the apartment and talk to them at the entry way if possible.
5. Keep the face to face visit as brief as possible (phone visits- stay on as long as the person needs you!). Try to keep as much space between you and the person as you can during the home visit (CDC recommends 6 ft.). Acknowledge that this may be different from how you regularly work together and that they "shouldn't take it personally". People may already feel isolated, so social distancing can exacerbate this. Talk about it.
6. If you have to cough or sneeze, do so into your sleeve. We're keeping both ourselves and the people we serve safe.
7. Unfortunately, we need to keep visits as brief as possible for everyone's safety.
8. Immediately after leaving someone's home, use hand sanitizer or wipes to sanitize.
9. At the end of your workday, immediately take all of your clothes off, bag them up, and wash before wearing again. Take a shower. Prioritize self care!

Transporting Clients in Cars (*check your email daily as this policy may change and transportation may stop)

We want to minimize transporting clients in cars, recognizing that this will be a big change to the way we currently work. Effective immediately, staff cannot transport any person exhibiting signs of illness including, but not limited to: cough, sniffles, cold, fever. We can help people get to the doctor the following ways:

1. Provide tokens for the bus (we are acquiring more)
2. Call ambulance if seriously ill
3. If the person has an MCO, contact the phone number on their insurance card to see if they can arrange transportation
4. Metro Access for scheduled appointments

No staff member is required to drive clients in their cars if they are not comfortable and nobody should drive anyone who is exhibiting any signs of illness! If you are not going to drive, please work with the client to create a plan to get their needs met in other ways. If you choose to drive someone in your car, please follow these safety precautions:

1. Drive with windows open for air circulation- even if its cold out.
2. Have the person sit in the back seat
3. Have disinfectant wipes in your car and wipe it down before & after the client is in your car
4. Offer hand sanitizer and let the person gently know that everyone getting in their car MUST use it.
5. Have people wear a mask, even if they aren't exhibiting signs of illness. You can let them know it's for your safety and theirs.

COVID
ENFERMEDAD DEL
CORONAVIRUS
19

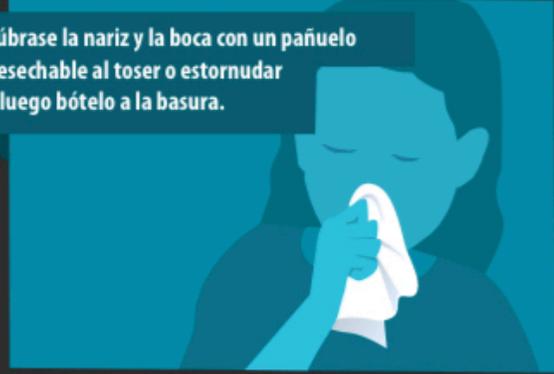
DETENGA LA PROPAGACIÓN DE LOS MICROBIOS

Ayude a prevenir la propagación de virus respiratorios como el nuevo COVID-19.

Evite el contacto cercano con las personas enfermas.



Cúbrase la nariz y la boca con un pañuelo desechable al toser o estornudar y luego bótelo a la basura.



Evite tocarse los ojos, la nariz y la boca.



Limpie y desinfecte los objetos y las superficies que se tocan frecuentemente.



Quétese en casa si está enfermo, excepto para buscar atención médica.



Lávese las manos frecuentemente con agua y jabón por al menos 20 segundos.



Para obtener más información: www.cdc.gov/COVID19-es

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COVID
CORONAVIRUS
DISEASE **19**

STOP THE SPREAD OF GERMS

Help prevent the spread of respiratory diseases like COVID-19.

Avoid close contact with people who are sick.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



Avoid touching your eyes, nose, and mouth.



Clean and disinfect frequently touched objects and surfaces.



Stay home when you are sick, except to get medical care.



Wash your hands often with soap and water for at least 20 seconds.



For more information: www.cdc.gov/COVID19

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