

**Our mission: “In faithfulness to God, we are dedicated to help individuals and families overcome homelessness.”**

**Supportive Service COVID -19 Action Plan for Emergency Shelter-Motel-Hotel**

* Supportive Service Coordinator will conduct cm mtgs on a weekly, monthly, or as needed basis
* All cm mtgs will be conducted over the phone, via text, or via email
* Supportive Service Coordinator will inquire about client’s health each time during cm mtgs.

*\*If client should report that they are experiencing any fever, coughing, or shortness of breath, the cm will immediately request that the client self-isolate in their unit,*

*\* CM will notify client that they should use the mask in which were provided to them as well*

*\*then recommend that the client contact their primary care physician or the Rocking Horse Medical Center to report the symptoms in which are present*

*\* CM will contact the health department as well. The housing/ Food team will follow case and inform IHN supportive service of outcome. Isolation plan will be initiated if deemed necessary from local HD.*

*\*Once guidance has been provided by professionals, CM will relay information to client. \*If that client reports their conditions have worsen CM will contact EMS on client’s behalf.*

*\* CM will notify EMS of the symptoms so that they can use necessary precautions.*

*\* Clients that are isolated to their unit, cm will ensure that food boxes are dropped off to client at their door, avoiding contact. IHN Supportive staff will collaborate with HD housing/ food team.*

*\* CM will contact the client on a consistent basis.*

**Supportive Service COVID -19 Action Plan for Shelter Clients in Hotels/ Motels**

- Case Management is done daily for all shelter clients

-Roster are sent out daily- Notifying staff of any changes

- Case management inquiries about client’s health on a daily basis as well.

\**Clients that share that they have symptoms in relation to COVID-19 are immediately requested to contact their Primary Care Physician or the Rocking Horse medical Center*

*\* If client reports that they need to self-isolate. Case management will ensure that the client is in a hotel/motel room by themselves.*

*\* Case Management will also contact the Health department to report that the client is being self -isolated due to COVID-19 symptoms*

*\* Case Management will contact that client on a consistent basis to ensure that their health is not declining.*

*\* In the event that the client reports that their conditions have worsen, Case Management will immediately contact EMS*

*\* Case Management will notify EMS of client’s symptoms so that they know to take proper safety measures*

- Case management sessions main goal is housing. This can be a difficult time for housing; however, we still fill out applications over the phone and submit them by mail. Ensure necessary documents i.e. ID, social security card, BC. Assist/link to apply for food stamps, Medicaid and a government phone. Check in on their health and their needs I.e. food, hygiene products, etc.

-Supportive Service staff participates and follows CE and prioritization workgroups to assist in transitioning individuals to appropriate PH/ Housing placement.

- Clients are brought laundry money by Program Managers (PMs) at the hotels/motels every Monday.

- Cleaning supplies have been given to clients following the 6 feet rule or placed into their room on a monthly basis.

- Masks and gloves are distributed to clients in the hotel/motel on Mondays or as requested/needed.

- Food is brought to clients daily. PMs distribute additional food to clients once or more per week to last for the week following distance guidelines.

IHN Has partnered with Second Harvest Food Bank and is distributing nonperishable food item bags for weekly supply each Monday to guests in hotel/motel in collaboration with IHN and SVDP.

-Laundry money is given once per week (Mondays).

-Clients are also given bus passes once every two weeks which can be slid under their hotel /motel door.

-Hygiene products are distributed once a week (Mondays) following the distance guidelines as well. This is either given to the client in the weekly distribution in the parking lot or placed in their room.

-All hotel/motel guests receive one hot meal delivered each night to hotel/motel at 5 p.m. IHN staff and Nehemiah Foundation volunteers pick up food at 4:30 p.m. each evening as outlined in weekly meal menu and distributed to clients between 5 /5:30 p.m.

Clients that are working or disabled meals are left with identified gust support to distribute. Meal are distributed outside of hotel/motel room respecting CDC social distancing practices.