



Inspirica 
from homeless to home

COVID-19 Protocols

March 16, 2020

COVID-19 Protocols

1. Signage
2. Communication with Staff and Tenants of
Coronavirus Best Practices
3. Sanitizing and Supply Replenishment Schedule
4. Social Distancing
5. Contingency Planning for Staffing
6. Client Care
7. Quarantine Planning
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1. Signage

- Post CDC Flyers to provide awareness and guidance on prevention.
 - Building entrances – “Stop the Spread of Germs”
 - Every floor – “Stop the Spread of Germs”
 - Bathrooms – “Wash your hands”
 - Kitchens – “Food safety”

2. Communication with Staff and Tenants of Coronavirus Best Practices

- Staff Meeting 3/5/2020 – Coronavirus Information
- Distribute key CDC flyers to all clients and residents
- Information on Coronavirus:
Call 2-1-1 or text “CTCOVID” to 898211

3. Sanitizing and Supply Replenishment Schedule

- All staff provided with hand sanitizer, disinfecting wipes, and latex gloves (face masks unavailable)
- Staff to sanitize surface areas and check supply levels 2x per shift (every 4 hours) – create checklists
- Wear gloves, use disinfecting wipes, remove gloves and wash hands
- Ensure hand sanitizer is available at all entrances and on every floor
- Ensure bathrooms are stocked with soap and paper towels
- Make tissues available to all
- Ventilate rooms, weather permitting

4. Social Distancing

- Cancel group activities (parenting program, youth center, CSP group events, etc.)
- Cancel volunteer activities (no donated food unless nonperishable or prepared by organization with Health Department license)
- Limit movement between programs (e.g. for meals and activities)

5. Contingency Planning for Staffing

- Each program to submit contingency staffing plan to CEO and COO. Assume schools closed and staff calling out sick
- Case management and admin: Work from home? Ensure ability to connect with client and colleagues
- 24/7 facilities: How to staff with skeleton crew?
- All programs and receptions to send staffing schedules to COO and HR. Will be tracking staffing at all locations to ensure adequate coverage through end of fiscal year (6/30/2020)

6. Client Care

- Identify vulnerable clients/tenants (age, medical condition, etc.)
- Case management to make plans to check on the most vulnerable on a regular basis.
- Case management to be provided via phone when necessary, especially fieldwork (CSP and Rapid Rehousing). Ensure contact information is current.
- Case management to ensure client/tenant needs are being met, especially with respect to adequate food supplies for clients/tenants

7. Quarantine Planning

For those who have received medical diagnosis or are exhibiting symptoms and willing to self-quarantine

- Need to provide separate bathroom and kitchen for those infected, if possible.
- Prepare staff with protective gear (face masks and latex gloves – *supplies needed*)
- Ensure ongoing case management (remotely)
- Ensure provisions are made available (food, toiletries, disinfectants, etc.)
- Close off areas used by ill persons. Wait 24 hours for cleaning and disinfection, if possible.
- Continue cleaning and disinfection of shared areas.

8. Organizational Leadership via Communication

- Weekly Senior Leadership Meetings – review new protocols and overall preparedness
- Emails to entire organization regarding new information (suspension of programs, status of community providers, etc.)
- Coordination with governing bodies, local government, and fellow community providers as needed
- Constant monitoring of new recommendations and developments with respect to coronavirus
- Any suspected cases (staff or clients/tenants) to be reported immediately to COO and HR