

## COVID-19: Community Residential Best Practices for Prevention & Containment

- Send a letter to families and guardians about your agencies plans to protect and support their family member or loved one. We have attached a sample letter to get you started.
- Take client temperatures and check for symptoms daily.
  - Fever
  - Cough
  - Headache
  - Runny nose
  - Sore throat
  - A general feeling of being unwell
- Direct staff not to come to work if they have any symptoms.
- Take staff temperatures at the beginning of shifts.
- Implement screening protocols for visitors, including family and guardians.  
Visitor screening checklist:
  - a. Do you have a temperature greater than or equal to 100.4 degrees?**
  - b. Have you experienced a new cough within the last 14 days?**
  - c. Have you experienced shortness of breath within the last 14 days?**
  - d. Have you had direct contact with someone who has tested positive for COVID-19?**
  - e. Have you travelled internationally within the last 14 days?**
- If they answer yes ask them not to enter the home out of precaution for client's health.
- Instruct your staff on how to respond if a visitor refuses or if the client still wants them to visit. Suggest that a client could visit outside of the home.
- Advise staff and family members to contact their physician if they have any symptoms consistent with COVID-19, and report to their local health department as appropriate.
- Develop protocols for staff of what to do if they may have been exposed to COVID 19 and have recently worked with clients.
- Clients with orders for isolation or quarantine from their physician or the DOH must be supported away from and not have contact with other clients.
- Encourage staff who are sick to not come to work and assure your management staff who respond to calls from staff understand this expectation.
- Develop protocols for staff of what to do if they are may have been exposed to COVID 19 and they have recently worked with clients.
- Report any presumed or confirmed cases of COVID-19 to the DDA Case Manager.