



# The Pathways Project

*“Providing pathways to sustainable housing  
for the most vulnerable and unhoused of El Dorado County”*

## 2021-2022 Winter Lodging Program Guidelines

Updated 1/4/2022

# Table of Contents

## **Section A: Operations**

- A.1 Admission
- A.2 Denial of admission
- A.3 Intake
- A.4 Hours
- A.5 Rights of guests
- A.6 Guest responsibilities
- A.7 Confidentiality
- A.8 Visitors
- A.9 Storage of guest belongings
- A.10 Medication
- A.11 Universal precautions
- A.12 First aid
- A.13 Weapons
- A.14 Smoking
- A.15 Accessibility
- A.16 Pets
- A.17 Non-discrimination/reasonable accommodation
- A.18 Grievance
- A.19 Emergency Response
- A.20 Abuse reporting
- A.21 Drug and alcohol use/possession
- A.22 Infectious disease prevention/control
- A.23 COVID-19
- A.24 Reasons for discharge
- A.25 Storage of belongings after discharge

## **Section B. Staffing requirements**

- B.1 Staff on duty
- B.2 Hiring process
- B.3 Infectious disease control/screening

## **Section C. Staff/Volunteer training**

- C.1 Documenting training
- C.2 Required training
- C.3 Recommended training

## **Section D. Food service**

- D.1 Dining

## **Section E. Physical Program location**



- E.1 Fire Safety
- E.2 Safety standards
- E.3 Toilets/sinks
- E.4 Showers
- E.5 Hygiene products
- E.6 Mats/Blankets/Sleeping Bags
- E.7 Drinking water
- E.8 Outlet access
- E.9 Cleanliness
- E.10 Pest control
- E.11 Maintenance/repairs
- E.12 Phone access
- E.13 Entrances/exits
- E.14 Vehicles

## **Section F. Administration**

- F.1 HMIS
- F.2 Data quality
- F.3 Tracking denials/discharges
- F.4 Job descriptions
- F.5 Fiscal system

## **Section G: Attachments**

- G.1 Covid-19 Guidelines/recommendations
- G.2 Winter Lodging Program: Day to day process.
- G.3 Guest Rights
- G.4 Written Program Rules
- G.5 Storage Policy
- G.6 Grievance Procedure
- G.7 Program Manager Update
- G.8 Intake Form

## **Section A: Operations**

- A.1 Admission



- Referrals for admission will be accepted from throughout El Dorado County. Efforts will be coordinated with inter-agency support from the Upper Room, El Dorado County Public Health, Marshall Medical Center, law enforcement and others involved in the continuum of care.
- A waiting list will be composed of guests who are not accepted into the first group of guests due to limited availability.
- The Pathways Winter Lodging Program operates on Housing First Principles without preconditions and barriers to entry, including but not limited to sobriety, treatment or participation in services. Supportive services will be offered to assist guests in exiting out of homelessness.

#### A.2 Denial of admission

- Guests may be denied admission due to limited capacity.
- Those with criminal records involving sex offenses, arson, or violent crimes that pose a current risk to the health and safety of staff, volunteers, and/or guests may be denied admission.
- If a restraining order prohibits admission, the guest will be denied.
- Guests who demonstrate violent or threatening behavior may be denied.
- Guests who demonstrated conduct from a previous stay that puts the health and safety of staff or guests at risk (violence, weapons violation, intentional property damage, etc.) may be denied admission.
- If a guest is denied admission based on a previous stay, they will be informed of the reason, conditions for lifting the restriction and the right to appeal or file a grievance (See section A.18)
- A guest diagnosed with an infectious disease that significantly increases the risk of harm to other staff or guests (such as TB or COVID-19), they will be denied admission and referred for appropriate care.
- If the potential guest requires care and supervision to manage activities of daily living such as ambulating, toileting, dressing, maintaining continence, they will be denied admission and referred for appropriate care, if desired.
- An inappropriate request for admission to the Program location as a discharge location from a hospital may be denied.
- Guests will need to be COVID tested daily before entering the Shelter and be willing to be up-to-date on COVID Vaccines once available.

#### A.3 Intake

- Upon admission/intake, the guest will be provided copies of the following and acknowledge receipt and understanding through their signature on the appropriate intake documents.
  - Guest rights
  - Written program rules
  - Storage policy
  - Grievance procedure

#### A.4 Hours

- Program hours will be posted at check-in station
- The Program location will be open from 5:00 pm until 7:00 am
- All guests must be registered/signed into the Program location by 8:00pm or they will not be allowed entrance unless approved by the Program Manager prior to arrival.
- The Winter Lodging Program will start operations on January 1, 2022 and will close on March 31, 2022. (subject to change)



#### A.5 Rights of guests

- Guest rights will be posted and provided upon entrance.
- Guests have the right to be treated with dignity and respect
- Guests have the right to privacy within the constrictions of the building/Program location
- Guests have the right to be treated with cultural sensitivity
- Guests have the right to self-determination in identifying and setting goals
- Guests have the right to confidentiality and information about when confidential information will be disclosed, to whom and for what purpose, as well as the right to deny disclosure unless required by law.
- Guests have the right to reasonable access to any records concerning their involvement in the program.

#### A.6 Guest responsibilities

- Guest responsibilities will be provided to each guest in writing upon admission including:
  - A clear description of all program rules and potential consequences for rule violations.
  - Expected behavior

#### A.7 Confidentiality

- The program will have confidentiality policies that are at a minimum consistent with the Homeless Management Information System (HMIS) privacy and security requirements.
- Files will be kept in a secure or locked location
- All verbal communication of confidential information will be done in a way that avoids any unintended disclosure

#### A.8 Visitors

- Visitors will not be allowed/accommodated.
- Subject to discretion of the lead staff member

#### A.9 Storage of guest belongings

- Personal belongings will be secured upon nightly registration.
- Personal items will be kept in bins in the trailer.
- Guests will not be able to retrieve any items after they have been secured
- Guests will be able to keep minimal items with them overnight such as change of clothes, cell phone, necessary medication, personal hygiene items. All items entering the Program Location are subject to search.
- When guests exit the Program location/program, refer to A.25 Storage of belongings after discharge.

#### A.10 Medication

- Staff/Volunteers are not allowed to dispense or administer medication (exception: Narcan)
- Guests should keep all medications with them to last them through the night.  
A locked area will be provided to store prescription medication if requested by guest.
- Medical marijuana possession is not a reason to discharge a guest from the Program location, however, smoking or consuming in any form on the premises is not allowed.

A.11 Universal precautions

- The Program location will have proper sharps disposal and comply with universal precautions.

A.12 First aid

- Basic first aid supplies will be available on-site and be accessible to staff/volunteers at all times.

A.13 Weapons

- Weapons are prohibited in the Program location or during any transportation or other program activity.
- Weapons include but are not limited to: firearms, pepper spray, mace, and knives
- Guests will be checked for weapons upon entry to the Program location, and will include use of security metal detector wands.

A.14 Smoking

- Smoking is only allowed outside of the Program location and must be in a designated area.
- Smoking will be allowed once an hour on the hour for 10 minutes.
- No smoking after 11pm. Smoking will not be allowed from 11pm until 6am.
- Guests will have one morning smoke break starting at 6am for 10 minutes.
- No further smoking will be allowed until guest is transported back to the designated drop off point in the morning
- The smoking area will be supervised by a staff/volunteer at all times when it is in use.

A.15 Accessibility

- The Americans with Disabilities Act (ADA) will be complied with unless the Program location is exempt from these regulations.

A.16 Pets

Pets of any kind are not allowed into the Program location.

- Pets may not be sheltered or kenneled inside the Program location.

A.17 Non-discrimination/reasonable accommodation

- All homeless guests have the right to program services regardless of religious affiliation, race, color, national origin, ancestry, political or religious beliefs, language, disability, family composition, gender identity and/or sexual orientation.
- Staff/volunteers will respect and be sensitive to the diversity of the guests and guests will be protected from all forms of discrimination.
- The program will provide an atmosphere of dignity and respect for all program guests.
- Privacy and confidentiality of guests will be protected.
- Everyone who is homeless is entitled to be screened for acceptance into the Program regardless of if they use substances. Denial of Admission to the Program location will not be based on substance use alone.

- Guests will be afforded the maximum amount of privacy within the confines of the Program location.

#### A.18 Grievance

- Grievances and complaints received in writing will be recorded in a log upon receipt.
- An ad-hoc, inter-agency team will review all formal complaints/grievances and will have the decision-making authority.
- Upon admission to the Program, the guest will be provided a copy of the process including how to file a complaint and the necessary form.

#### A.19 Emergency Response

- The Program location will have an emergency response and safety plan in place. This will include access to fire extinguishers, appropriate exit signage and plan for evacuation if necessary. The Program location and Program will coordinate with the County Office of Emergency Management if needed to ensure the safety of all staff, volunteers and guests.
- In the case of a health emergency involving staff/volunteers or guest, 9-1-1 will be called.

#### A.20 Abuse reporting

- The program will comply with all legal duties to report child or adult abuse.

#### A.21 Drug and alcohol use/possession

- No drugs or alcohol are allowed at the Program location. This includes medical marijuana. There is a zero-tolerance policy.
- Alcohol and drugs will not be confiscated unless they are brought into the area after check-in. Personal belongings that are to be stored and locked overnight will not be searched. All personal belongings are returned to the guest at their exit.
- If a guest is found with drugs or alcohol in their possession after check-in, they will have to leave the Program location for the rest of the night. The guest may return the next night, however, if they are found with banned items on subsequent stays, this will be reason for discharge from the Program.

#### A.22 Infectious disease prevention/control

- Referrals to health care providers will be provided when a guest shows symptoms of TB, lice or scabies or any other condition that may endanger the health of a guest/staff or volunteer. We will advise and consult with the El Dorado County Dept. of Public Health if needed and will follow their guidance as to follow up for the guest.
- All Guests, Staff, and Volunteers must be fully vaccinated against COVID-19 to participate in the program.

#### A.23 COVID-19

See Section H: Attachments > H.1

#### A.24 Reasons for discharge



- Guests may be discharged for the following reasons.
  - Possession of a weapon at the Program location
  - Possession of illegal drugs on the premises
  - Assault or other violent behavior
  - Theft
  - Destruction of property
  - Restraining order in place
  - Guest behavior that endangers the health or safety of guests or staff/volunteers
  - Repeated interference with the rights of other residents
  - Presence of an infectious disease that significantly increases the risk of harm to guests/staff/volunteers
  - Non-compliance with treatment or containment measures that are recommended by the El Dorado County Dept of Public Health to ensure the health and safety of guests/staff/volunteers.

#### A.25 Storage of belongings after discharge

- The Program location/Program will not store any personal belongings except for during Program location hours.
- Guests will take all personal belongings with them upon exit from day to day even if they are planning to return the next night.
- All personal belongings that are not picked up at time of Program location closure will be discarded. Belongings will not be transported between Winter Lodging Program locations.
- Guests will be advised of this policy during the admission/intake process.

## Section B: Staffing requirements

### B.1 Staff on Duty

- The Program location will have sufficient staffing to ensure the safety and supervision of guests at all times. If fewer than 2 lead staff are scheduled, an on-call lead staff will be available.
- All staff and volunteers will be awake during hours of operation. Resting time may be available depending on staffing levels and needs.
- A Program manager or lead staff will be available on call to the program for consultation to staff/volunteers about challenging guest situations and other urgent matters.
- Staff and volunteers will be educated to the chain of command and situations that will require consultation.

### B.2 Hiring

- Background checks will be conducted on all staff working at the Program location.
- Disqualification for hiring based on the results of the background check will be determined by the Program Manager taking into account the particular responsibilities of the position to be filled, the population being served, the nature, severity and recentness of the crime. Evidence of rehabilitation will be considered.

### B.3 Infectious disease control

- Program staff at the Program location will be required to be tested for TB once every 12 months.



## **Section C: Staff and volunteer training**

### **C.1 Documenting training**

- A log or recording of all training will be kept for each staff/volunteer member. This will be maintained either in the personnel file or through a separate tracking system

### **C.2 Required training**

- The following training topics will be covered during orientation:
  - Confidentiality protocols
  - Crisis prevention and/or verbal de-escalation
  - Mandatory reporting requirement related to child/elder abuse
  - Universal precautions/infectious disease prevention
  - Anti-discrimination and reasonable accommodation
  - Program/Program location guidelines
  - Emergency evacuation procedures and fire safety
  - HMIS Privacy/Security certification (required only for staff conducting any intake, data entry, or other data processing functions.)

## **Section D: Food Service**

### **D.1 Meals**

- Due to COVID limitations, no meals will be served at the Program location. Open beverage containers will not be permitted.
- Food service policy may vary from location to location as the COVID risk changes. See Program Manager for applicable changes.

## **Section E: Physical Program location**

### **E.1 Fire and building safety**

- Program location will meet all fire and building codes unless exempt.
- Fire extinguishers will be readily available
- Annual fire inspections will be conducted
- Training will be provided to all staff/volunteers.

### **E.2 Safety standards**

- The Program location will comply with state and local health, environmental and safety standards unless exempt

### **E.3 Toilets and sinks.**

- The Program location must provide sufficient toilets for all guests. (1 toilet to 15 guests ratio)



- E.4 Showers
- Shower facilities, if available, will be available if compliant with COVID-19 prevention guidelines.
- E.5 Hygiene products
- Toilet tissue, soap, paper towels and feminine hygiene products will be available to all guests in the Program location.
- E.6 Beds/linens
- All guests will be provided with a mat and sleeping bag/blanket.
  - Linens will be laundered periodically and/or when soiled.
- E.7 Drinking water
- Individual bottled water will be made available for all guests.
- E.8 Outlet access
- Access to electrical outlets for charging cell phones and devices will be made available for all guests with permission from staff/volunteers
- E.9 Cleanliness
- All common use areas including bathrooms, showers (if applicable), will be disinfected daily or at a frequency recommended by CDC or local public health officers.
  - Trash receptacles with liners will be available and emptied regularly and at the end of each day (night shift)
- E.10 Pest control
- Program location will ensure adequate provision of pest control services/activities as needed.
- E.11 Maintenance/Repair
- Program location will be maintained in good repair. Identified issues / concerns will be reported in the daily report. Emergency repair/maintenance issues will be reported immediately to staff.
- E.12 Phone access
- A phone designated to the Program Manager will be available for emergency use by guests.
  - Phone messages/emergency referrals will be taken on the designated phone. The phone number will be offered to all inter-agency partners.
- E.13 Entrances/Exits
- All exits will be clearly marked and will be kept free of blockage and tripping hazards.
  - Exit signage will be compliant with applicable codes unless exempt.
- E.14 Vehicles
- Vehicles used to transport guests will be properly maintained, licensed, and insured.

- All drivers will be properly licensed and DMV Printout will be provided before service.
- All vehicles will be disinfected after each trip.

## **Section F: Administration**

### **F.1 Homeless Management Information System (HMIS)**

- The Winter Lodging Program will participate in and use the HMIS.

### **F.2 Data quality**

- The HMIS system is one way that data will be collected, aggregated, analyzed and reported.
- Measurable metrics will be identified to determine the success of the Pathways Project.
- Reports will be provided monthly to demonstrate the current status of the program and its success in meeting the identified objectives.

### **F.3 Tracking denials and discharges**

- The Winter Lodging Program will track all denials to the program and the reason for that denial.
- Involuntary discharge from the Winter Lodging Program will be tracked including the reason.
- Denials and involuntary discharges will be tracked and reported monthly.

### **F.4 Fiscal system**

- The Winter Lodging Program will use a validated system of accounting.
- A budget will be prepared and approved by Housing El Dorado.
- Regular reviews of the actual budget expenses against the projected budget will be scheduled.
- In kind donations will be tracked for current and future budgeting needs.

## Section G: Attachments

### COVID-19 Guidance

The following guidance was developed by Housing El Dorado partnering with El Dorado County Public Health, a division of Health and Human Services.

The goal of this document is to help The Pathways Project develop strategies to:

- Prevent and reduce the spread of COVID-19 within the shelter.
- Prevent and reduce the spread of COVID-19 between and outside the Program location.

This interim guidance may change as knowledge, community transmission, and availability of PPE and testing change.

Audience: Staff/Volunteers working with people experiencing homelessness in congregate nightly winter shelter.

Background: People experiencing homelessness may have an elevated risk of COVID-19 transmission and be especially vulnerable to outbreaks of COVID-19. People experiencing homelessness in shelters may have difficulty isolating from others and may have higher prevalence of underlying conditions associated with severe illness if they develop COVID-19. Transmission of COVID-19 in these settings could also lead to illness and absenteeism among homeless service provider staff and volunteers. This interim guidance is intended to support staff and volunteers working with The Pathways Project and to help prevent COVID-19 transmission in these settings.

General Information: COVID-19 is caused by a virus that has never been seen in humans before. In some ways it is like other viruses we have seen, but there are important factors that set it apart:

- Since it has never infected humans before, none of us are immune to it.
- It can be spread from person to person more easily than from some other viruses.

High-risk groups for COVID-19 include people over age 65, people with chronic conditions, including those that affect heart, lungs or kidneys, people who have weakened immune systems due to disease, chemotherapy or other medical treatments or conditions and people who are pregnant.

Common symptoms of COVID-19 can be a wide range from mild symptoms to severe illness. Symptoms of COVID-19 may include, but is not limited to some combination of the following:

- Fever (100.4 F or higher)
- Cough
- Shortness of breath/difficulty breathing
- Diarrhea • Nausea or vomiting • Fatigue • Muscle pain
- Runny nose or congestion • Headache • Sore throat
- New loss of taste or smell

Like other respiratory illnesses, such as influenza, human coronaviruses are commonly spread to others by an infected person who has symptoms. Spread occurs through:

- Droplets produced when an infected person coughs, sneezes, or talks.
- Close personal contact, such as caring for an infected person.
- Touching an object/surface with the virus on it, then touching your mouth, nose, or eyes before washing hands.

## PREVENT OR REDUCE RISK OF COVID19 TRANSMISSION

Shelter Population	<ul style="list-style-type: none"> <li>● Identify and adhere to shelter population size to achieve social distancing of six feet for all life activities including sleeping, toileting, and walking in and out of the Program location.</li> <li>● Restrict entry into the site. Only guests, essential staff and other essential personnel/volunteers should be going in and out of the shelter.</li> </ul>
Risk Mitigation Between Facilities (Transportation)	<ul style="list-style-type: none"> <li>● When ever possible COVID testing will take place daily prior to guests entering the Van. Masks will be worn by all.</li> <li>● Vehicle windows should be rolled down to improve ventilation in the car.</li> <li>● Include supplies for good hygiene, including tissues, trash cans or trash bags for disposal of used tissues, and alcohol-based hand sanitizer in vehicles used to transport residents, and masks.</li> <li>● Drivers and residents should take appropriate precautions, including wearing personal protective equipment, including disposable facemask and possible gloves, eye protection and gown</li> <li>● Residents should wash hands with soap and water for at least 20 seconds or use an alcohol-based (at least 60% alcohol) on hands prior to leaving the pick-up point and boarding the transport to the shelter.</li> <li>● Additional information found at CDC's "<a href="#">Cleaning and Disinfection of Non-emergency Transport Vehicles.</a>"</li> </ul>

Social Distancing Measures

Sleeping

- In general, mats should be at least 6 feet apart and guest positioned on them head-to-toe, with heads positioned as far apart as possible
- Create temporary physical barriers between beds when possible.
- Move all staff/volunteer desks or working areas so they are at least 6 feet from sleeping areas.

Common Areas

- If there are circumstances in which residents stand in line, inside or outside your site, make sure spacing of 6 feet is maintained between people.
- Allow only one resident in entry or check in at a time.
- Consider placing plexiglass at staff/volunteer desk/working areas.
- If traffic/movement flow can be patterned to maintain social distancing implement signage, flow or other, to foster adherence.
- Promote social distancing: no handshakes, no hugs, no close-up conversations. Guests and staff/volunteers need to stay at least 6 feet away from each other.
- If group activities are conducted, encourage residents and staff to remain at least 6 feet apart from one another.

If possible, separate guests at high risk even if they have not been exposed

- When possible, designate a separate area for non-symptomatic guests who are also high-risk (age over 65, chronic medical problem, ). This is intended to protect the person at high risk from infection. However, if separate areas are not possible, use partitions or other means to keep high risk individuals separate from others.
- This area would be separate from low-risk non-symptomatic, non-symptomatic quarantine, and symptomatic guests.

Consider placing high-risk guests in separate rooms or shared rooms with a maximum of 10 beds even when there are no suspected or confirmed cases of COVID-19 at the site

Program location Movement

- Document when guests enter and exit the shelter on contact card that should include name, phone, email and emergency contact, as available.
- Guests shall stay at the Program location for the entire night after designated transport from pick-up point has delivered them to the Program location and check-in is complete.
- Guests shall only leave the Program location during a nightly stay if a medical or other emergency occurs requiring their removal from the Program location.
- Guests shall leave the Program location in the morning via the designated transport from the Program location and will be deposited at the designated drop point.

## Hygiene/PPE

### Residents

- Place hand sanitizer (or hand washing station) at entrance of the shelter and encourage hand washing frequently.
- Guests, staff, and volunteers should wear a facemask or covering, and should cover the nose and mouth.
- Disposable face masks will be available.
- Cloth face coverings may be worn by staff and volunteers but must be laundered with detergent and hot water and dried on a hot cycle prior to each shift.
- Guests will be encouraged to use disposable face masks, however if they have their own clean cloth mask, they may use it. Cloth masks will not be laundered at the Program location.
- Place signs throughout the Program location with reminders about hand hygiene, cough etiquette, and reporting any symptoms to staff.
- Encourage residents, staff, and volunteers to wash their hands often with soap and water for at least 20 seconds (or use at least a 60% alcohol-based hand sanitizer) before eating, after going to the bathroom, after blowing their nose, coughing, or sneezing, and before and after touching face or face coverings.

### Staff/Volunteers

CDC recommendations for Personal Protective Equipment (PPE) for homeless service providers are included in the CDC Interim Guidance for Homeless Service Providers to Plan and Respond to Coronavirus Disease 2019 (COVID-19). Sites should refer to the CDC webpage for the most up-to-date guidance. CDC recommendations for homeless service providers include the following:

- Advise staff/volunteers to avoid handling guest belongings if possible. If staff must handle guest belongings, they should use disposable gloves.
- Train staff/volunteers using gloves to ensure proper use and ensure they perform hand hygiene before and after use.
- If gloves are unavailable, staff/volunteers should perform hand hygiene immediately after handling guest belongings
- Staff/Volunteers who are checking guest temperatures should use a system that creates a physical barrier between the guest and the screener as described here.
  - Screeners should stand behind a physical barrier, such as a glass or plastic window or partition that can protect the staff/volunteer member's face from respiratory droplets that may be produced if the resident sneezes, coughs, or talks.
  - If social distancing or barrier/partition controls cannot be put in place during screening, CDC recommends the following PPE when staff must be within 6 feet of a resident:
    - Facemask (surgical or procedural mask)
    - Eye protection (goggles or disposable face shield that fully covers the front and sides of the face)
    - Disposable gloves.



- Staff/Volunteers should launder work uniforms or clothes after use using the warmest appropriate water setting for the items and dry items completely.

Sanitation and Housekeeping

Review [CDC guidelines on cleaning and disinfection for community facilities](#):

- Maintain adequate supplies of hygiene materials
- Ensure all sinks are well-stocked with soap and drying materials.
- Make alcohol-based hand sanitizer and tissue widely available throughout the Program location.
- Place facial tissues at entrances and community areas.
- Ensure there are enough plastic-lined wastebaskets for proper disposal of used tissues.
- Make cleaning supplies readily available to staff to clean frequently touched surfaces as needed. Thanks
- Use EPA-approved cleaning/disinfectant product effective against coronavirus ([CDC List N](#))

Schedule:

- Create and follow cleaning schedule and procedures
- Follow wet contact time on the disinfectant label and other manufacturer instructions for use.
- Clean and disinfect frequently touched surfaces in common areas, staff areas, and resident living and sleeping areas at least daily.
- Increase frequency of cleaning and disinfection for shared bathrooms.

When handling waste:

- Wear gloves
- Only handle trash bags by their empty upper sections.
- Do not hold the trash bag against your body.
- Tie the trash bag off before placing it into the conventional (municipal) waste.

When doing laundry:

- Do not shake dirty laundry; this minimizes the possibility of dispersing virus through the air.
- Wash items as appropriate in accordance with the manufacturer's instructions.
- Launder items using the warmest appropriate water setting for the items and dry items completely.
- Dirty laundry that has been in contact with an ill person can be washed with other people's items.
- Clean and disinfect hampers or other carts for transporting laundry according to guidance above for hard or soft surfaces.

**IDENTIFY AND ISOLATE POTENTIAL COVID-19 CASES**

Designate a limited number of staff members to conduct screening and use appropriate PPE. Ask the person being screened if they have any one of the following signs or symptoms, which are new or not explained by a pre-existing condition:

- o Fever, Chills, or repeated shaking/shivering
- o Sore throat
- o Feeling unusually weak or fatigued
- o Muscle pain
- o Runny or congested nose
- o Cough
- o Shortness of breath or difficulty breathing
- o Loss of taste or smell
- o Headache
- o Diarrhea

This list of symptoms is not all inclusive.

Anyone with suspected COVID-19 should be immediately masked and isolated. Contact on-call provider to complete an assessment and consideration for testing and isolation for these or any other symptoms that are severe or concerning.

For detailed instructions on screening, see the CDC's ["Screening Guests for COVID-19 at Homeless Shelters and Encampments."](#)

Screen for COVID-19 Symptoms:

Resident

Implement a protocol, including record-keeping, for monitoring of residents for COVID-19 symptoms during nightly intake procedures.

- Residents should wear a face mask or cloth face covering when being screened.
- The person being screened has not had any symptoms, take their temperature with a non-touch (infrared) thermometer.
- For the purpose of screening, the CDC defines a fever as a temperature  $\geq 100.4^{\circ}\text{F}$
- If an individual reports any symptoms or has a temperature  $\geq 100.4^{\circ}\text{F}$ , follow the steps for isolation below.
- In addition to regular screening, encourage residents who develop symptoms to report those symptoms to designated staff member(s)/volunteer(s).
- As part of screening, ask guests if they have close contact with a symptomatic person.
  - Close contact is defined as:
    - Contact within 6 feet of a symptomatic person (whether or not COVID-19 has been confirmed by test) for 15 minutes or more.
    - Contact with body fluids and/or secretions of a symptomatic person (they were coughed on/sneezed on, shared utensils or saliva) or provided direct clinical care to a symptomatic person without wearing a surgical mask or gloves

The contact may have occurred while the infected person was symptomatic OR up to two days BEFORE the infected person showed symptoms

- All residents will be COVID Tested prior to boarding van and entering shelter.

Staff/Volunteer

- Perform daily temperature and symptom screening (see “Resident” section) of staff/volunteers prior to start of shift and keep accurate records.
- Communicate clearly to staff that they should not report to work if they feel ill with cold or flu-like symptoms.

<p>When Person is Symptomatic</p>	<p><u>Resident</u></p> <p>The resident should be wearing a mask and instructed to wash their hands before moving to the designated space for isolation from other residents (ideally a room separated by a door from non-symptomatic persons) while awaiting further evaluation or transport.</p> <ul style="list-style-type: none"> <li>● Place clear signage outside isolation areas so other staff, volunteers, and residents know to maintain distance from those areas.</li> <li>● If there is no way for symptomatic residents to reside in separate rooms or buildings, partitions (e.g., linen, dressers, etc.) should be constructed to create as much of a barrier as possible between symptomatic and non-symptomatic residents.</li> <li>● A designated restroom should be identified and reserved for use by symptomatic individuals only. If this is not possible, cleaning after the room has been used by a symptomatic person is essential.</li> <li>● If symptomatic resident needs to move through areas used by guests without symptoms, they should be wearing a surgical mask and minimize their time in these areas.</li> <li>● Minimize the number of staff/volunteers who have face-to-face interactions with residents with symptoms. Provide instructions to all staff/volunteers to prevent disease spread.</li> <li>● Seek immediate medical attention by calling 911 for any of these COVID-19 emergency warning signs: <ul style="list-style-type: none"> <li>○ Trouble breathing</li> <li>○ Persistent pain or pressure in the chest</li> <li>○ New confusion or inability to arouse</li> <li>○ Bluish lips or face</li> </ul> </li> </ul> <p>When calling 911, notify the operator that the individual who is sick might have COVID-19. The person should put on a cloth face covering before medical help arrives.</p> <p><u>Staff/Volunteer</u></p> <ul style="list-style-type: none"> <li>● Instruct staff/volunteers who develop any symptom of COVID-19 while at work to immediately stop work, alert their supervisor, and leave the Program location.</li> <li>● Staff should get tested and isolate at home while awaiting results. <ul style="list-style-type: none"> <li>○ Isolation duration: at least 10 days from when symptoms first appeared AND at least 1 day (24 hours) after fever has gone without the use of medications AND symptoms (such as cough and shortness of breath) have improved. If the person has a condition that severely weakens their immune system they might need to stay home for longer than 10 days. They should talk to their healthcare provider for more information.</li> </ul> </li> <li>● Symptomatic staff should call their doctor, or make an appointment to get tested.</li> <li>● Staff of shelters are essential personnel and:</li> </ul>
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- As essential personnel, you may continue to work after being in contact with a COVID-19 positive or suspected case as long as they have no symptoms and continue to wear a mask.

As essential personnel staff can make an appointment to get tested even if no symptoms are present nor was close contact had with a case

**COMMUNICATION/REPORTING/FOLLOW-UP  
OF SUSPECTED OR CONFIRMED COVID-19**



Communication and Reporting

Resident

If the resident is sent out to a clinic or hospital, on-call provider should call the receiving medical Program location and notify them that guest cannot return with pending or positive COVID-19 test results.

- The above staff member should follow up on the COVID-19 test results of residents sent to medical facilities and verify that the resident was referred to the intake team.
- Staff should also notify EL Dorado County Public Health (EDCPH)

If a shelter resident tests positive for COVID-19, EDCPH will be notified as soon as possible. The Pathways Project staff will be fully cooperative and take direction from EDCPH for recommended guest follow up and appropriate contact tracing. Residents who do not screen positive for symptoms of COVID-19 but have come in close contact with a symptomatic person must be placed in quarantine for 10 days.

- If your site has capacity to provide the resident with shelter for 10 days, they may remain at your site. As in the case of infected guests, they should be kept apart from other guests.
- If your site does not have capacity for self-quarantine, the procedure is the same as for an infected guest:
  - An exposed resident should be kept separate from other guests and staff while you contact the DPH Hotline and arrange for alternative placement.
  - As in the case of an infected resident, if it is not feasible to find an alternative placement for the night, the guest may remain on site overnight but separated from other residents to the extent feasible. A distance of 6 feet must be kept between the exposed guest and others and they must be instructed on the need to wash hands frequently and avoid sharing of any objects.
- Exposed residents who are sent elsewhere to quarantine or are in quarantine at your site, may only rejoin the general guest population at your site when the 10-day quarantine period is over.
- If a resident begins to show symptoms during the quarantine period, the guidelines for isolation described above apply. The resident's isolation period must be counted from the start of symptoms rather than the start of their quarantine period.

Staff/Volunteers

- Staff/Volunteers who have come in close contact with symptomatic guests or staff must be sent home to quarantine or, if feasible, placed in onsite quarantine for 10 days.
- The guidelines for staff/volunteer quarantine are the same as those for guests (see Quarantine Exposed Guests, above).
- However, in times of extreme workforce shortage, non-symptomatic staff/volunteers who were exposed can continue to work PROVIDED they wear a surgical mask at all times while at work for 10 days. Guidance for home quarantine can be found [here](#).



- Non-symptomatic staff/volunteers who were exposed and continue to work should self-monitor for symptoms of COVID-19. They should self-monitor for symptoms twice daily, once before coming to work and the second, twelve hours later.
- Staff/Volunteers who are sent home may return to the site after they meet the isolation duration criteria.

Increase Screening	<ul style="list-style-type: none"> <li>● Augment symptom and temperature screening of all staff, volunteers, and residents to twice daily, evening in-take and morning check-out</li> </ul>
Sanitation	<ul style="list-style-type: none"> <li>● Arrange for deep cleaning/disinfection of the shelter and continue enhanced hygiene practices described above.</li> <li>● Prioritize moving elderly and vulnerable populations to alternate sites if possible when a COVID-19 positive case is identified in a shelter. 1</li> </ul>

**Due to changing circumstances, current CDC recommendations will be followed.**

Additional Resources:

CDC’s Resources to Support People Experiencing Homelessness

<https://www.cdc.gov/coronavirus/2019-ncov/community/homeless-shelters/index.html> Cal/OSHA Interim General Guidelines on Protecting Workers from COVID-19

## Day to day process

1. The number of available spaces will vary depending on the night's Program location.
2. Bus will arrive at approximately 5 pm at designated pickup locations. More than one trip may be necessary to accommodate all guests while being compliant within COVID -19 guidelines.
3. All guests will receive a screening for COVID-19 symptoms and have their temperature taken prior to boarding the bus at the designated pick-up points.
4. If a guest presents with symptoms suggestive of COVID-19 or has a temperature of 100.4 or above they will not be able to board the bus or be admitted to the Program location for that night. For guests with symptoms or a fever of 100.4 or above, the program staff will refer them to Marshall Medical Center emergency department for evaluation. They will be denied admission until they are symptom free and have been afebrile for at least 24 hours (without fever reducing medication).
5. All approved guests will board the bus (buses) in numbers to ensure social distancing and suggested seating guidelines from CDC.
6. Guests will bring necessary belongings with them and place them in a labeled plastic bag before boarding the buses.
7. All guests will use hand sanitizer before boarding the bus.
8. All guests will be required to wear a new disposable mask during transport. Face masks will be provided. Guests are not allowed to wear their own cloth mask or a previously used mask.
9. Face masks are required at all times on the buses and within the Program location.
10. No food/beverages will be allowed on the buses or in the Program location.
11. Guests who choose to come to the Program location via their own vehicle will not be able to go in and out of the Program location and keys will be left with program staff until exit in the morning. They are not allowed to arrive prior to 5pm. All guests must be registered into the Program location prior to 8pm or they will not be allowed entrance for that night. Exceptions may be made by the Program Manager.
12. Guests will disembark and immediately form a line keeping a minimum of 6 feet in between guests, with their masks on at all times. Social Distancing signage/markers will be present to assist with compliance. Hand sanitizer will be available at the East entrance.
13. One by one, guests will make their way, observing the hand sanitizing, social distancing and mask requirements, to the designated area or desk/table where the check-in process will occur.
14. All check-in forms will be completed at the check-in desk area. Staff in this area will use hand sanitizer between each guest check-in and wear appropriate PPE including mask and gloves. Gowns will also be available for all staff/volunteers who handle guest belongings in the intake process. Guidelines/Rules and other required documents will be completed, signed, and given to the guest to acknowledge receipt and understanding. Pens will be sanitized between guest check-ins.
15. For those guests arriving at the Program location via their own transportation, a health screening will be completed. If guest screens are negative, the guest's temperature will be taken. If temperature is below 100.4, the guest will proceed to the next station to process belongings and undergo safety measures including emptying all pockets and being scanned with a metal detector wand. If the guest is symptomatic or has a temperature of 100.4 or higher, they will not be allowed into the Program location for the night. Program staff will refer them to Marshall Medical Center for evaluation. Admission to the Program location will be denied until the guest is symptom free and afebrile.
16. Guests will place all belongings that are to be stored overnight into a separate plastic bag that will be labeled and placed into a bin for safe keeping overnight.
17. Guests will be notified that they will not have access to and cannot ask for staff to retrieve anything from their stored belongings while in the Program location.

18. Guests will then choose their mat and receive a blanket/sleeping bag and one bottle of water.
19. Guests will proceed to the main Program location and set up their sleeping area in a designated space.
20. Men and women will be separated into designated areas.
21. No laundry services will be available.
22. Bathrooms (and showers, if applicable) will be monitored by staff/volunteers. Guests will be responsible for maintaining the cleanliness of the bathrooms and showers. COVID-19 recommendations will be followed.
23. All lights out at 10pm. Guests are expected to be in their designated sleeping area.
24. Phones/devices can be used only with headphones or earbuds to minimize distraction of other guests.
25. Guests will wake between 5:30am-6:00am to start preparing to exit the Program location on time. They will gather their bedding and complete morning chores.
26. Guests will exit one at a time complying with all social distancing guidelines. Exiting will start at approximately 7am. Guests must have their masks on.
27. Each guest will collect their bedding and belongings and will come to the exit station which will be supervised by staff/volunteers. Staff and volunteers at the exit station will wear masks/gloves.
28. After return of bedding, it will be labeled and used for the same guest the next night.
29. The guest will then collect belongings that have been stored overnight. Staff/Volunteers will be careful to make sure the guest takes only their own belongings.
30. The guest will then proceed to the bus pick up area outside and form a line to await boarding to the designated drop-off points. Hand sanitizer will be used before boarding the bus and masks will be worn at all times.
31. Guests will be able to charge cell phones/devices with approval from staff/volunteers.
32. Smoking will be allowed only in the designated area once an hour, on the hour for a maximum of 10 minutes. Staff/Volunteers will supervise all smoking breaks. There will be no smoking breaks after 6am.
33. The Program location will be cleaned daily according to COVID-19 standards after all guests have exited the Program location.
34. All furniture will be placed back in their appropriate space prior to staff/volunteers exiting the Program location.
35. A nightly report will be submitted by the program lead to the program manager before the next day. A form will be provided.



## **GUEST RIGHTS**

### **Winter Lodging Program**

**Guests have the right to be treated with dignity and respect.**

**Guests have the right to privacy within the constrictions of the building/Program location.**

**Guests have the right to be treated with cultural sensitivity.**

**Guests have the right to self-determination in identifying and setting goals.**

**Guests have the right to confidentiality and information about when confidential information will be disclosed, to whom and for what purpose, as well as the right to deny disclosure unless required by law.**

**Guests have the right to reasonable access to any records concerning their involvement in the program.**

**All homeless guests have the right to program services regardless of religious affiliation, race, color, national origin, ancestry, political or religious beliefs, language, disability, family composition, gender identity and/or sexual orientation.**

**Staff/volunteers will respect and be sensitive to the diversity of the guests and guests will be protected from all forms of discrimination.**

**GUEST AGREEMENT 2021-22 Season**

**Guest Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Male**\_\_ **Female**\_\_ **Other** \_\_\_\_

**All Staff, volunteers, and guests will treat each other with respect and kindness.  
Guests will follow posted guidelines in the program and the following:**

**There is ZERO TOLERANCE for:**

- **Physical or verbal aggressiveness or violence**
- **Bringing in weapons (including knives), marijuana (recreational or prescription), illegal drugs, or alcohol.**
- **Any behavior that endangers the safety of guests, staff or damage to the program location.**

**Any guest who breaks any of the Zero Tolerance guidelines will have to leave the program location immediately. Program Manager has sole discretion for determining ejection from the program.**

1. No dogs or any other animals are allowed.
2. Each guest must allow inspection of belongings and person when checking in for the evening.
3. Staff/Volunteers have the right to lock up any and all items they deem unsafe or inappropriate.
4. Smoking is allowed only in designated areas and at designated times
5. If guests leave the property for any reason after checking in, they will not be allowed to return to the program location that night.
6. Men and women may not sleep together. They must sleep in areas designated for men and for women only.
7. Check-in runs from 5-8 p.m.
8. (If applicable) Car keys must be left with the staff/volunteers at the time of check-in and guests may not return to their vehicles until they leave the shelter check in point in the morning.
9. Guests presenting acute or chronic health issues, who need additional assistance, may be redirected to health care facilities. Guests with chronic health conditions may be asked to sign additional documents.
10. Guests agree to COVID Testing daily and a brief health screening nightly (COVID questions and temperature check.)
11. Personal belongings cannot be left/stored at the check in point or the shelter. Each morning all personal items and trash left at the shelter or check in point will be thrown away.
12. Guest’s signature on NIGHTLY SIGN IN ROSTER, demonstrates that the guest agrees to abide by this document.
13. Arrive at the Upper Room for dinner and COVID testing and screening daily at 4pm. Vans will pick up between 4:30 - 5:30. There will be a second pick-up at the Walmart bus-stop.

**Guest Signature** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Program**

**Staff/Volunteer:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## STORAGE POLICY

2021-22 Season

Guest Name: \_\_\_\_\_ Date: \_\_\_\_\_

**The Program location/Program will not store any personal belongings except for during Program location hours.**

**Guests will take all personal belongings with them upon exit from day to day even if they are planning to return the next night.**

**All personal belongings that are not picked up at time of Program location closure will be discarded.**

**Belongings will not be transported between Winter Lodging Program locations.**

**The Guest's signature on NIGHTLY SIGN IN ROSTER, demonstrates that the guest agrees to abide by this document.**

**Guest Signature: \_\_\_\_\_ Date: \_\_\_\_\_**

**Staff/Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_\_**



# GRIEVANCE PROCEDURE & FORM

2021-22 Season

Guest Name: \_\_\_\_\_ Date: \_\_\_\_\_

Grievances and complaints received verbally will be transcribed onto a Grievance Form and will be recorded in a log upon receipt.

Grievances and complaints received in writing will be recorded in a log upon receipt.

An ad-hoc, inter-agency team will review all formal complaints/grievances and will have the decision-making authority.

All team decisions will be communicated by the Program Manager.

If you have questions about this procedure, please see the Program Manager.

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## GRIEVANCE/COMPLAINT FORM

Please describe the problem: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please describe the desired outcome: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Guest Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Staff/Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_\_





## PROGRAM MANAGER UPDATE

1. Provide the number of guests: \_\_\_\_\_  
Men: \_\_\_\_\_ Women: \_\_\_\_\_ Other: \_\_\_\_\_

2. List any disturbances or other events: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. Were any guests denied entry or asked to leave: Yes No

4. Name	Details of Denial / Reason Asked to Leave
_____	_____
_____	_____
_____	_____
_____	_____

5. Were there any medical emergencies or overnight discharges? Yes No

6. Name	Details of Emergency/Reason for Discharge
_____	_____
_____	_____
_____	_____

Staff/Volunteer Signature: \_\_\_\_\_

Date: \_\_\_\_\_





**WINTER LODGING PROGRAM**  
Intake Form

**BASIC INFORMATION:**

LAST NAME:		FIRST NAME:	
DOB:		SSN:	
GENDER:	M	F	X
RACE:		ETHNICITY:	
PHONE NUMBER:		EMAIL:	

**EMERGENCY INFORMATION:**

CONTACT:	PHONE:
RELATIONSHIP:	
ALLERGIES:	

**BACKGROUND:**

PHOTO ID:	YES	NO		
TYPE:	DMV	HHS	VA	OTHER: _____

Are you a Veteran?	YES	NO		
Do you have a disability?	YES	NO	Condition: _____	
Have you stayed at NS before?	YES	NO	When: _____	

Where is your primary residence (last 30 days)?

Placerville	Diamond Springs	Shingle Springs	Cameron Park
Pollock Pines	Camino	Other: _____	

Approximate Location: \_\_\_\_\_  
Example: Friend's House, Shared Room, Behind Target, Etc

How long at this location? \_\_\_\_\_

Where did you live before? \_\_\_\_\_

How long have you lived in El Dorado County?

< 2 Mo	< 1 Yr	1-5 Yr	5-10 Yr
Lifelong Resident			

Are you a victim of domestic violence?      YES      NO

Do you receive Food Stamps?	YES	NO	
Do you have an income?	YES	NO	Source: _____



