

COVID-19 Emergency Operations Plan  
North Tahoe-Truckee Emergency Warming Center

**New Check-In Procedures:**

1. Ask guest if they have heard of the COVID-19. Give guest brief explanation of virus and explain we have updated check-in and dinner procedures for their safety.
2. Ask guests if they are showing symptoms:
  - a. Do you have a cough that is more than your normal cough?
  - b. Do you feel like you've been having fevers or chills?
  - c. Do you have any shortness of breath or breathing difficulties beyond your normal state?
3. Ask nicely if you can take their temperature.
4. If a guest has mild symptoms (fever higher than 100 degrees but no severe respiratory issues) separate the guest by placing them upstairs. They must stay at their cot (explain that we can bring whatever they need to them) and wear a mask when coming downstairs to use the bathroom.
  - a. Shift Supervisor to call Tahoe Forest Hospital (530-587-6011) and explain that you are working with a community member who may have COVID-19. They will direct you from there.
  - b. "Please note that, per HUD guidance, shelter providers should consult with their local health department before turning away individuals with respiratory symptoms. If an individual requires medical attention, providers should continue to direct them to a healthcare provider."
5. **Do not refer individuals to emergency rooms or physician offices unless the individual is experiencing shortness of breath or other complications. If you think this is the case, call Tahoe Forest Hospital (530-587-6011) or 911 and make sure to tell them you think the community member has COVID-19 and might require hospitalization.**
6. Guests will verbally consent to rules to limit unnecessary touching of binder and pens.
7. Guests will be encouraged to wash hands upon entry.
8. All bags must be sprayed down with Lysol before entry into EWC and then put in the closet.

**Inside the EWC- Prevention Strategies:**

1. Set up cots as guests come in and separate as far as possible. Ideally set up cots at least 6 feet apart. Stagger sleeping positions (head to foot).
2. Set up a barrier in between cots.
3. Set out water bottles instead of water pitcher.

4. Dinner procedure: Sit with a chair in-between guests. Kitchen volunteer will hand everything out separately, no family style. All coffee, tea etc. will be served by the kitchen volunteer.
5. Teach proper hand washing techniques. Post CDC graphic about handwashing in bathrooms.
6. Anyone (guest or volunteer) with a cough **must** wear a mask.
7. Extra cleaning: before, during, after. See Congregate Living Facility Guide for cleaning procedures.

### **Cleaning Policy:**

- Clean and sanitize frequently touched surfaces several times throughout shift. Pay special attention to doorknobs, light switches, banisters, tabletops, faucets, etc.
- Wash surfaces with a general household cleaner to remove germs. Rinse with water and follow with an EPA-registered disinfectant to kill germs.
- Staff performing the cleaning and disinfecting tasks should use disposable gloves each time they perform the cleaning procedures.
- Use damp cloth cleaning methods. Dry dusting or sweeping can cause airborne viruses to spread.
- Change mop heads, rags, and similar items used for cleaning and disinfecting frequently.
- Clean, disinfect, and dry equipment used for cleaning after each use.
- Items such as dishes, linens, or eating utensils do not need to be cleaned separately, but it is important to note these items should not be shared or used by others.
- All trash cans should have plastic liners.
- Empty trash receptacles at the end of each shift and as needed throughout shift.

### **Donation Policy:**

The Emergency Warming Center will no longer be accepting any clothing donations for the remainder of the winter season. We will continue accepting monetary donations. We will also continue accepting the following cleaning items at the shelter for a limited time: disinfectant wipes, disinfectant sprays, hand sanitizer, hand soap and paper towels.

### **How to Report Suspected COVID-19 Cases:**

- Call Tahoe Forest Hospital, 530-587-6011 and they will direct you to their “Coronavirus Hotline.”

### **List of Healthcare Facilities:**

- Tahoe Forest Hospital: 530-587-6011
- Urgent Care: 530-582-2070