

COVID-19 Safety and Cleaning Protocol

Out of the Cold

All visitors to the shelter must sign-in. There must be clear documentation of all people that are entering the shelter facility. Churches may keep their own sign-in for church volunteers/staff. There will be a daily sign-in sheet for OOTC specific staff, volunteers, and guests.

Upon entering the shelter, the attending host or staff member will ask all guests about general health and do a temperature check. Thermometer will be provided. If a guest or volunteer has a fever over 100.4, please see below for more information and next steps.

Masks are required by staff, guests, and volunteers. Guests may remove masks when on cots and when eating/drinking or smoking outside of the building. If guests are refusing to wear a mask, please contact a staff member. There will be extra masks available in OOTC supplies so they are always on hand.

Everyone (staff, volunteers, guests) should clean hands often, by washing with soap and water for 20 seconds. If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains 60%-95% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.

Key times to clean hands include:

- After blowing one's nose, coughing, or sneezing
- After touching eyes, noses, or mouth
- After using the restroom
- Before eating or preparing food
- Before and after providing routine care for another person who needs assistance

Stock alcohol-based hand sanitizers that contain at least 60% alcohol (if that is an option at your shelter) at key points within the facility, including registration desks, entrances/exits, and eating areas.*

Keep all areas tidy and make sure that guests dispose of food and beverage containers often.

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Clean and disinfect surfaces every two hours with bleach solution.*

For disinfection, diluted household bleach solutions, alcohol solutions with at least 70% alcohol, and most common EPA-registered household disinfectants should be effective. Prepared bleach solutions are made by staff and can be found in several areas in the shelter (4 teaspoons bleach per quart of water).

For food/drink areas, please clean every hour or more often, if necessary. All surfaces should be cleaned using a detergent spray prior to disinfection.

Staff and volunteers should serve food and drink when possible. Please wear gloves while serving. If the food is self-serve (i.e. coffee, snacks), clean the area often and ask guests to sanitize hands before using self-serve food areas.

Clean bathrooms every 2 hours with bathroom bleach spray. Make sure that soap is full, paper towels are stocked, surfaces are clean, and trash can emptied if necessary.

Staff and volunteers should wear disposable gloves for all tasks in the cleaning process, including handling trash.

Empty trash cans after meal times and at the end of every day.

If staff are handling client belongings, use disposable gloves.

Limit visitors to the shelter facility. Donations are accepted outside of the back door of the day shelter and resource center at 318 South Atherton.

At check-in, if any client displays distinct symptoms (severe cough or fever over 100.4), separate the guest into a space where they can comfortably and safely wait away from other guests while plans are put in place. Clients should be taken via taxi to the hospital for testing according to a predesignated plan developed with the local public health department, and community leadership. Contact OOTC staff for the full plan.

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Determine if the client has a fever, by:

Taking their temperature using a thermometer AND Asking “Have you felt like you had a fever in the past day?”

Ask the client “Do you have a new or worsening cough today?”

Ask the client, “Do you have any of these [other symptoms](#)?”

- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

Monitor clients who could be at high risk for complications from COVID-19 (those who are older or have underlying health conditions) and reach out to them regularly. Currently high-risk guests are being provided shelter at a local hotel.

Clients with mild respiratory [symptoms](#) consistent with COVID-19 infection will be confined to separate rooms, if possible, or moved to an off-site facility.

3-6 foot distances between guests should be maintained at all times; and to the extent possible, staff & volunteers should also maintain this distance.

In general sleeping areas ensure that cots/mats are at least 6 feet apart, and request that all clients sleep head-to-toe.

Please communicate any additional safety or cleaning requests to OOTC.

*OOTC can provide cleaning supplies to churches, as needed. Please communicate if your facility would like us to supply a cleaning spray (Simple Green) and the bleach solution spray.