



Process for Verified or Presumptive Positive COVID-19

This document has been designed to set forth the process for how to best support a resident of The Willing House.

If a resident becomes ill and starts to show symptoms of possible COVID-19, the resident will call their primary care doctor and follow the instructions provided. The resident will also wear a facemask whenever they leave their room. If anyone needs to be in the same room as the sick resident, they will need to also wear a mask. In the event a mask is unavailable, please use a bandana or scarf. If they are having trouble breathing - **call 911** and let the operator know there are symptoms of COVID-19. In some instances, the resident may be asked to go to the hospital, please call the hospital to let them know the resident is coming with symptoms of COVID-19. In other cases, the resident may be asked to self-isolate.

A) Assist the resident getting to the hospital if that is the recommendation of the doctor, wearing a mask, scarf or bandana.

B) If the resident is asked to stay at home and self-isolate begin the protocols, beginning with putting on a mask, scarf or bandana.

C) In either instance - call Shaun, Mike, or Liz to discuss.

Process:

1) Self-isolation - The resident will be supported to self-isolate in bedroom. - This means the resident will stay in a single room if possible, only leaving the room to use the restroom or to get medical care. - The resident will follow the protocols for self-isolation listed in #7. - Please seek medical attention if these signs appear: Trouble breathing, persistent pain or pressure in the chest, new confusion or inability to wake up, bluish lips or face

*This is not all inclusive. Please consult a medical provider for any other symptoms that are severe or concerning.

- The resident will need to keep soiled clothes in closed laundry bag then wash laundry thoroughly when able following the steps below.

- Wear disposable gloves and keep the soiled items away from your body while laundering. Wash hands immediately after removing gloves.

- The resident will clean and disinfect his/her room routinely.



2) Bathroom

- There will be one bathroom designated for the resident with COVID-19 or presumptive case.
- They will be asked to use Lysol, Clorox wipes, and/or other approved disinfectants (provided by ownership) in the bathroom and on the bathroom knobs after each bathroom use.
- Wash hands thoroughly after using the restroom. Please follow strict handwashing procedures. Signage has been displayed throughout the houses for proper handwashing techniques.
- All other residents will use a separate designated bathroom, ensuring the safety of everyone in the house. - This is an opportunity to speak with each resident about acceptance, support and selflessness.

3) Kitchen

- House managers will make a list for service work opportunities to provide meals/food for the resident who has been diagnosed or presumptive with COVID-19.
- The diagnosed resident will utilize the food they have purchased for use.
- When the sick resident runs out of food, we will get additional food from the grocery store.
- The diagnosed resident will use either their SNAP card or cash.
- If the diagnosed resident does not have money for food, please notify Shaun, Mike or Liz and we will provide food for resident.
- The diagnosed resident will make a list of what they would like to eat.
- The diagnosed resident will be provided with meals by the other residents and house manager.
- The food will be brought to the door of the diagnosed resident's room, using paper products whenever possible.
- Encourage the diagnosed resident to drink lots of fluids to stay hydrated.
- Wash hands thoroughly before and after food preparation as well as after the food has been delivered.
- When paper products are not available, the dishes, cups and silverware will be picked up with gloves and immediately put into the dishwasher (in houses without dishwashers, these need to immediately be handwashed thoroughly using soap and hot water.)



4) Outside

- Once a resident begins to feel better, they will start to feel cooped up.
- We must follow the protocols listed in #7 as when to stop self-isolation.
- The diagnosed resident can leave the house to go for walks or drive (if he/she has her own car). The resident will need to maintain physical distance of 6-feet wearing a mask when possible or at the very least a bandana or scarf.
- The diagnosed resident will notify a house manager prior to going for a walk or car ride.
- A house manager will notify all other residents to go into their respective rooms while the diagnosed resident is leaving the house.
- The same will happen when he/she returns.

5) Participating in Recovery Supports and Activities

- The diagnosed resident will call a house manager or another resident's phone to participate in any mandatory house meetings.
- The resident will be supported to participate in virtual recovery meetings, meditations, Facebook Live activities and therapy/counseling.

6) Process for checking in on the resident

- A house manager will check-in on the sick resident throughout the day virtually.
- Regularly ask them about symptoms and make sure the person isn't getting sicker and in need of medical care.
- Phone numbers to local emergency rooms should be given to any resident in need of medical attention.

UMass Memorial Medical Center: ER (508) 334-1000

Saint Vincent's Hospital: ER (508) 363-5000

- Each time a meal is delivered, ask the resident about symptoms.



7) People with COVID- 19 who have stayed home (home isolated) can stop home isolation under the following conditions:

A) If you will not have a test to determine if you are still contagious, you can leave home after these three things have happened:

You have had no fever for at least 72 hours (that is three full days of no fever without the use medicine that reduces fevers) *****AND***** - other symptoms have improved (for example, when your cough or shortness of breath have improved) *****AND***** - at least 7 days have passed since your symptoms first appeared

B) If you will be tested to determine if you are still contagious, you can leave home after these three things have happened:

You no longer have a fever (without the use medicine that reduce fever) *****AND***** - other symptoms have improved (for example, when your cough or shortness of breath have improved) *****AND***** - you received two negative tests in a row, 24 hours apart. Your doctor will follow CDC guidelines.

Please refer to www.cdc.gov for these guidelines as well as more information regarding COVID-19.

*****Remember we will get through this as a team. Meeting the needs of each of our residents is our primary goal. As specific situations arise, we will discuss to find a workable solution. We are not afraid of difficult times; each of us have battled through Substance Use Disorders and have found freedom in recovery. We have a program to deal with our feelings, this is the perfect opportunity to put it to good use! You are compassionate, caring and kind. Continue with the amazing work! Any questions, please contact Shaun, Mike, or Liz. Thanks!!!!**