

Congregate Housing Webinar

City & County of San Francisco

Emergency Operations Center

Welcome & Introductions

- **Shakirah Simley**, Chief Equity Officer and Office of Racial Equity
Human Rights Commission
- **Helen Hale**, Affordable Housing/ Congregate Living Taskforce
Mayor's Office of Housing and Community Development
- **Dr. Zea Malawa**, MD, MPH
San Francisco Department of Public Health
- **Dara Papo**, Care Coordination Services Manager
Department of Homelessness & Supportive Housing

Purpose

The purpose of today's Webinar is to provide timely information on updated guidance from the Department of Public Health for staff & residents of congregate housing settings.

In addition, the Mayor's Office of Housing and Community Development and the Department of Homelessness & Supportive Housing will answer questions specific to their portfolios.

Agenda

- **Case Study:** Resident's experience under investigation for COVID-19
- Guidelines for Affordable Housing & Congregate Living Housing Providers presented by SFDPH

Preventing the Spread of COVID-19

Living with COVID-19 (+) Residents

- **Questions**

Congregate Housing Settings Include:

- Single resident occupancy hotels (SROs)
- Permanent supportive housing (PSH)
- Public/Affordable/Subsidized housing sites
- Shelter or transitional housing with private rooms
- Independent Senior Housing
- Co-operatives

Congregate living settings consist of households sharing common spaces including a bathroom and/or cooking facilities.

The Following Settings are NOT Included:

- Adult Homeless Shelters or Navigation Centers
- 24-hour Drop-In Centers
- Residential Care Facilities for the Elderly
- Residential Mental Health or Substance Use Disorder Treatment Programs
- Medical Respite
- Long-Term Care Facilities

Please note: Guidelines are being developed for the facilities listed above

Case Study Regarding COVID-19 (+) Patient

The following case study demonstrates the responsibility that all individuals have to the overall health of the residents, families, and staff at congregate living settings.

1. What happens when a patient is diagnosed as COVID-19 (+)
2. Guidelines for COVID-19 (+)
3. Guidelines for PUIs
4. Next steps for congregate living settings

Preventing the Spread of COVID-19



Wash hands
with soap and
water for at
least 20
seconds



Cover your
cough or
sneeze



Stay home if
you are sick



Avoid
touching your
face



- Avoid groups (stay at least six feet away from others)
- Reduce the time you are around others outside the home, even when at least six feet away

Preventing the Spread of COVID-19 for Residents

Residents:

- If you have symptoms of a cold or flu (such as fever, cough, runny nose, sore throat, etc), wear a face mask when you are around other people.
- Wear a cloth face covering when leaving the home or around other people. Use a simple non-hospital grade facial covering when leaving home for essential activities.
- Fabric covers and bandanas should be washed and reused.

Please Note:

At this time, N95 respirators are only recommended for use by health care workers providing direct patient care.

Preventing the Spread of COVID-19 for Staff

Staff:

- Staff are recommended to wear masks or cloth face covers when within 6 feet of other people (staff or tenants) to limit the spread of germs.
- Staff who do have masks are encouraged to keep their masks for as many days as possible, as long as the masks are clean; Staff's masks may be worn until they are wet, soiled, or damaged. This will help maintain an already limited supply.

Please Note:

- At this time, N95 respirators are only recommended for use by health care workers providing direct patient care.
- Staff are not recommended to wear gloves, but staff should wash their hands often with soap and water.

Preventing the Spread of COVID-19

Daily Cleaning:

Of all frequently touched objects with typically utilized cleaning supplies at each given agency (e.g., door-knobs, fridge handles, stove knobs, sink faucets)

Frequent Hand-Washing:

Wash hands for **at least 20 seconds** after touching a surface, using the bathroom, eating, coughing, or sneezing. **If you have symptoms (runny nose, fever, sore throat):**

If staff get symptoms of cold/flu:

Stay home until:

1. 7 days have past since they first got sick

AND

1. 72 hours have passed since all symptoms resolved

Living with COVID-19 (+) Residents

Building/property management will be contacted if a resident is diagnosed with COVID-19. The following information will be provided by the Department of Public Health:

1. How to identify and notify those who may have been exposed
2. How to clean the affected areas

Unless the patient consents, DPH will **not** notify building management **or** services staff of the patient's identity as this is protected health information.

If the patient consents, DPH will inform services staff of the patient's identity for wellness checks & social needs during home isolation.

Living with COVID-19 (+) Residents *Staff Support*

When the resident has consented/disclosed COVID positive status to staff:

Inquire about the residents ability to acquire essential needs including; food, medication, and use of bathroom facilities. Check in with the resident for any of the following warning signs:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face
- Any other symptoms that are severe or concerning.

Call 911 if a person is having any of the symptoms listed above. If someone is suspected of having COVID-19 they should contact their healthcare provider. If the person does not have a healthcare provider, please call 311.

Use of Community Rooms

For community rooms that provide essential functions (cooking, food pantry):

- Increase daily cleaning and sanitation of all surfaces before and after each use
- Consider a schedule to maintain a small number of people in community rooms at one time
- Encourage social distancing at all times by revising community room capacity

Inspections

Department of Public Health and Department of Building Inspections will continue to conduct health and safety inspections in support of the public health order.

What inspections include:

- Common areas of residential hotels, such as bathrooms, kitchens, elevator controls, tables, doorknobs, and other frequently touched surfaces are cleaned and disinfected at least daily
- Maintain a cleaning log for all common areas, and post health orders on site
- Provide hand sanitizer in common areas and soap at communal sinks
- **[For more information on cleaning standards,](https://www.sfdph.org/dph/alerts/files/COVID%E2%80%9019-Minimum-Environmental-Cleaning-Standards.pdf)**
(<https://www.sfdph.org/dph/alerts/files/COVID%E2%80%9019-Minimum-Environmental-Cleaning-Standards.pdf>)

Contacting Us for Janitorial Services

The city is providing free janitorial services to clean common areas of identified congregate living buildings for one (1) week provided that the owner/operator signs an agreement with the City stating they will maintain the same level of cleaning for the remainder of the COVID-19 crisis following the janitorial service week.

If janitorial services are needed, please email CleaningServicesEOC@SFGov.org

Contacting Us for Cleaning Supplies

The Affordable Housing Unit will be supplying cleaning supplies during the COVID-19 crisis. These supplies are to be used in the common areas of buildings.

Deliveries will take place between 10am - 4pm by SRO Task Force staff.

How to Contact Us:

- E-Mail: AffordableHousingEOC@SFGov.org
- [InTake Form](#)

Supply List

Disinfectants | Sanitizers | Cleaning Equipment (Tools) | Safety Gear (PPE)



Home Isolation

Social service and health care providers may seek consultation and/or request a room to isolate tenants by emailing covid19ISOrequest@sfdph.org. **Please note:** Clients cannot request an isolation room for themselves.

- If a tenant with a COVID infection has a private bedroom and bathroom, they can isolate at home and do not need a hotel room.

If the person does not have a health care provider and you need to seek consultation, please refer to the following options below:

Call 415-713-1963, Tom Waddell Urgent Care, 50 Ivy Street

ZSFGH Urgent Care (628) 206-8000

COVID-19 Clinical Consult Line: (415) 554-2830

For more Information

This [guidance](#) can be found at the San Francisco Department of Public Health's Population Health Division Disease Prevention and Control website (<http://www.sfdcp.org/covid19>).

[Covid-19 Information for the Public](https://sf.gov/topics/coronavirus-covid-19) (<https://sf.gov/topics/coronavirus-covid-19>)

[Public Health Orders, Case Numbers, & Releases](https://www.sfdph.org/dph/alerts/coronavirus.asp)

(<https://www.sfdph.org/dph/alerts/coronavirus.asp>)

[Cleaning Standards Information](https://www.sfdph.org/dph/alerts/files/COVID%E2%80%9019-Minimum-Environmental-Cleaning-Standards.pdf)

(<https://www.sfdph.org/dph/alerts/files/COVID%E2%80%9019-Minimum-Environmental-Cleaning-Standards.pdf>)

[Cleaning Supply Intake Form](#)

Language assistance: All resources and guidance are being translated into multiple languages and will be made available to everyone.

Questions
