



Site Staff Job Aid

Points of Contact for I&Q Support			
Role	Name	Email	Contact #s
IQ – Isolation & Quarantine Support Team			
Disease Research Intervention Specialist – <i>Investigating anyone who may be a Person Under Investigation</i>			
Onsite Resource Purchasing			
Interpreter Support: Language Line			
County Lab Direct Line			
State Lab			

A. Protocol for Responding to Onsite Emergency:

- I. Call 911 as appropriate
 - a. Report if guest is confirmed COVID+ or a Person Under Investigation who is waiting for test results
 - b. Share all known medications of guest
- II. If guest needs to exit their room due to an emergency, they need to wear a mask and stay at least 6 feet away from other people.
 - a. Make sure there is a mask in room to use.
- III. While waiting for first responders to arrive:
 - a. Your and the guests safety are top priority
 - b. Assist guest and help to support them to remain calm
 - c. Administer lifesaving interventions as needed

B. On Location Function Policies:

- I. Media: Please do not speak with or interact with media. If you have any issues, direct to
- II. Interaction with Guests:
 - 1. Remember personal safety is #1 priority.
 - 2. Do not enter guest room



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2. Drop off is only allowed with prior notification and approval of site staff.
 3. Once supplies are handed off to site staff, site staff will follow “**knock, drop, walk**” protocol.
- VI. Guest concerns about safety or housing of family, notify CD-EPI/DRIS for a connection to motel vouchers.
- VII. No animals are allowed on site with guest:
1. Contact I&Q Team if a guest arrives with animal as shelters in the community are supporting to board the pets at no charge.

C. Offsite/Onsite Partner Support Flow:

- I. Guest Arrives
 1. IQ Team coordinates transportation to your site and will call to confirm ETA and room number.
 2. Behavioral health needs are screened before arrival for any acute behavioral health needs. Utilize the behavioral health specialist on site right away, even if you are unsure.
 3. Making sure the room is ready for the guest: Food/hygiene/cleaning supplies in room, appliances turned on and are working (refrigerator, microwave), heater, phone, outlets, television, internet working. Turn heat/lights on in room 1 hour before arrival.
 4. Have programmed key card taped to outside door, make sure it works.
- II. Guest Safely Arrives and Stays in Room
 1. Meet paramedics after guest gets into room. It is important for the nurse to meet with the paramedics once the guest gets into their room as we are not getting the information from the Emergency Department. If the paramedics do not have this information, it is important to call the guest to make sure we have this information.
 2. The following information is important to obtain:
 - Guest’s full name
 - Date of birth
 - Social security number
 - DSHS ID number if applicable



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- Current medical status
 - Medical history
 - Weight and height
 - Mental health diagnoses
 - Medications (if on medication-assisted treatment (buprenorphine, methadone or naltrexone)
 - Medical treatment/discharge plan,
 - Substance use history/current status, alcohol use/status, smoking status (if yes to any, what is the protocol)
 - Allergies
 - Any dietary restrictions
3. During occupancy use sign, **Occupied/In Use**, on the outside of guest's door once inside to notify others of room use.
 4. Daily welfare check telephone calls regarding guests' health status and needs.
 - Depending upon capacity, if you have not heard from a guest in 12 hours, follow protocol for contacting. Document date/time of call/status on daily log. Number of check-in calls depends on guest. Answer calls from guests, address medical questions, etc.
 - CD-EPI and/or I&Q Team will also be checking in daily.
 5. Remember that it's taking labs 24-72 hours to get results back to the ordering provider after the specimens arrive to the lab & not when it was collected from the guest.
 - We have verified with the lab, as more samples come in, the turnaround time will take longer. The nurse will need to continue to call the lab back to inquire on outcome results.
 6. Once results are in, if negative, request the lab to fax results to site. You will need to give a copy to the resident. The guest will need documentation of negative test result in order to get back into the shelter.
 7. If the guest's room is no longer habitable, the resident may be transferred to another room in the same facility.
 - Contact I&Q for cleaning connection.



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- Let site commander know for possible FMD connection.
 - If that is not an option, AMR may be called for a medical transport to another IQ facility. One room is being kept open onsite as a “spare room” to mitigate this and support guests’ needs.
8. After-hours needs: Remind guest they are welcome to call the onsite staff support 24/7.
 9. If there is a supply need (toilet paper, towels, etc.) or whatever it may be that would help to calm, comfort and/or alleviate discomfort after hours, site staff may follow, “drop, knock, walk” procedure.
 10. Staffing at change of shift for updates and plan. Remember to return master key or hand off to next provider taking your shift.
- III. Discharge:
1. Onsite Nurse and/or CD-EPI/DRIS teams assesses and communicates need for asymptomatic transport
 2. Coordinate with I&Q Team if symptomatic transport is needed to healthcare provider
 - a. IQ coordinates transportation and communicates with site staff for ETA
 3. If guest is cleared and able to return to their community, obtain copy of negative lab result to give copy to guest.
 4. Inform guest to follow up with their primary care provider.
 - a. For example: If only results are received from the lab there may be a breakdown in coordination of care. A RN releasing lab information that does not include discharge summary, etc. might be an issue.
 5. If guest leaves on own before cleared, immediately contact DRIS and IQ staff for duty to warn procedures to begin.
 6. The company will complete hazmat cleaning and room turn if guest was COVID+