Isolation & Quarantine
Recovery Locations
We are implementing protocols and increasing capacity.

1. **Community Mitigation** to slow the spread & keep people healthy
   - PHSKC Guidance
   - Hygiene Supply
   - Technical Assistance
   - De-Intensify
   - New Shelters

2. **ID, Site, Operationalize** I/Q/CRC facilities
   - Existing I/Q
   - Motel I/Q
   - Aurora I/Q
   - Top Hat I/Q

3. **Call Center** to provide information or guidance if symptoms present
   - Assign, Transport, & Sustain at I/Q
   - Support continued community mitigation

4. **Keep in or get to** the right setting
   - Recover In Place
   - I/Q in Place

5. **Additional Support for in-place care**
   - Interbay AC/RC
   - Eastgate AC/RC

Other Institutions

Integrated Health Care System

Shelters & Day Centers

Broader Community w/o a place to I/Q/CRC safely

Emergency Response System
Flow Chart to Access Individual and Facility Supports

**Call Center Responder**
Determines Housing and Priority Status of Individual

**Communicable Disease and Epidemiology (CD/EPI)**
Case Investigation and Deploys Individual and Facility Supports

- Initial Contact with individual, Healthcare Provider, and Homeless Service / Operator
- Apply Public Health Seattle King County Prioritization Policy
- Unit Placement as beds are available in I/Q Facilities
- Individual Support from I&Q Team for COVID + and Pending Test Results

**Facility Support from STRIKE and MAT Teams**
Follows the lead of CD/Epi and provides on site support for COVID+ cases and clusters

- Homeless Strike Team works with provider to complete case investigation, clinical assessment, facility assessment, and guidance review
- MAT On Site Testing

- Facilities
COVID Response Locations: Isolation and Quarantine Workflow

- Possible COVID cases identified by Call Center and/or Disease Investigator
- All COVID+ cases sent directly to I&Q Team to begin transportation. CD-EPI assigned to COVID cases awaiting test results
- I&Q team and CD-EP follow PHSKC prioritization policy for placement

Prioritization of COVID-19 Cases for Isolation & Quarantine

Assignment to COVID I&Q Response Location

- I&Q Team is alerted via email that an individual needs a I&Q bed
- I&Q Team receive service need decision from BHRD
- If bed available, I&Q Team assigns guest
- When more referrals than availability, CD-EPI and I&Q Team apply PHSKC prioritization policy at 12pm daily

Guest Management at I&Q Response Locations

- I&Q Team arrange for all transportation to & from locations
- Onsite Medical/Behavioral Health Staff conduct daily wellness checks; CD-EPI part of support team of guests while test results are pending
- I&Q Team works with Onsite Managers for meeting Basic Needs (food, comfort, etc.)
- Onsite Managers support facilities, food and hygiene drop off + quality assurance
- Security onsite 24/7
I&Q Intake

1. A person/healthcare provider contacts Public Health Call Center or Disease Investigator about COVID pending or positive case
2. Individual is identified as needing to Isolate or Quarantine at a County Recovery location
3. If resources are available, the I&Q Team coordinates transporting via medical transport or Metro contract (as of 3.28)
4. I&Q Team coordinates with Onsite Manager to have unit ready

Services

1. 24/7 Onsite Nurse and Behavioral Health specialists (staffed at all locations) will conduct symptom monitoring and support additional healthcare needs of guests
2. 24/7 onsite security
3. Financial incentives, onsite buprenorphine inductions, methadone continuation to promote isolation adherence
4. I&Q Team speaks directly with guest, Disease Investigator/CD-EPI as needed, and Onsite Staff. Coordinates basic needs, food, transportation via medical transport or bus/taxi when guest is cleared for discharge. Onsite Staff coordinate directly with I&Q Team.
5. Onsite Staff coordinate directly with I&Q Team. Onsite Staff support the physical location and opening doors/placing things in rooms, but does not have face to face contact with guest

Exit

1. Healthcare providers, Public Health staff and/or Onsite Healthcare staff coordinate for when guests need to leave the I&Q Location for either Symptomatic or Asymptomatic reasons
2. Onsite BH provider supports rehousing
3. Public Health and I&Q Team coordinate transportation and speak directly with guest about what to expect/when things are ready
4. I&Q Team coordinate with Onsite Staff for room cleaning (hazmat cleaning if COVID + guest) and turn over of unit
5. Guest goes to a medical professional facility if symptomatic or back to their community if cleared by Public Health and asymptomatic.

Updated 03.23.2020 at 7:00pm
COVID+ Guest Coordination Flow

Guest

Offsite I&Q Team

Onsite Manager

Onsite Healthcare Professionals

Healthcare monitoring & daily wellness checks

Face-to-Face Contact with PPE, only if medically necessary

Onsite logistics & quality assurance

Face-to-Face Contact

Arrange transportation & basic needs while a guest at I&Q.