Clients and Guests

Tips

Limit risk during client services at all facilities.

- Limit visitors.
- Limit in-person appointments, if possible.
- Avoid crowds.
  Increase distance between people to 6 feet, if possible.
- Reduce interactions and gatherings, if possible.
  At meals, program activities, etc.
- Encourage clients to report illnesses and COVID-19 exposure before or at entry.
  Reassure them you won’t deny them and they won’t lose a bed, when possible.
- Give masks to anyone who coughs, sneezes or has a runny nose.
- Actively monitor clients and guests for COVID-19 symptoms.
  Use the COVID-19 Infographic for people experiencing homelessness.

Does a client or guest have symptoms?

- Ask them to put on a mask.
  Connect them to a healthcare provider. The provider will advise on next steps.
- Do your best to isolate the person from others.
- Encourage frequent hand washing or hand sanitizer use.
- Limit their movement in the facility.
  Offer tissues, a plastic bag to put the used tissues in, and hand sanitizer to keep near them.
- Encourage them to drink fluids, rest and sleep.
- Continue to monitor their health.
  Clients with mild symptoms could get worse. Refer to care if needed.

Where clients or guests with COVID-19 symptoms can stay.

- Send clients who need emergency services to the emergency department.
- Refer clients waiting for test results or who have confirmed COVID-19 to assessment and recovery Temporary Care Centers.
  Shelters and other congregate care facilities can call (253) 820-4684 between 8 a.m.-4 p.m. to discuss placement.

Find more information at tpchd.org/coronavirus.