

This document is intended to serve as a summary of the webinar hosted by All Chicago on March 16, 2020 called “COVID-19 Collaborative Response Virtual Meeting.”

Webinar Purpose: To convene homeless service providers to discuss how All Chicago can partner with agencies during the COVID-19 response; to get information from providers about struggles and questions; and to provide a high-level summary of the guidance we’ve received thus far from various sources.

Post-Webinar Action Steps:

- Providers should:
 - Join the CoC’s [COVID-19 Slack.com Response Channel](#) and submit questions and share resources there.
 - Bookmark the [Chicago Department of Public Health \(CDPH\) website](#).
 - [Sign up to receive the latest updates from CDPH](#) about the City’s COVID-19 response.
- All Chicago will:
 - Post the questions collected on the webinar, as well as resources and information in the [Slack.com Channel](#), as well as create a dedicated webpage for information and resources. Some questions posed on the call below have been answered on page 2 of this summary.
 - Share more information on additional financial support for agencies if such resources become available.
 - Convene all homeless service providers via virtual meetings on Mondays from 12pm to 1pm until no longer necessary.

Key Highlights from Webinar:

- All Chicago is focused on three response areas to help agencies respond to COVID-19:
 - Create and Manage Emergency Funds
 - Promote Rapid Communication and Peer Sharing
 - Relaxing Rules and Requirements for All Chicago Programs
- The Chicago Department of Health has established a call center to address questions from the public. Phone lines are currently staffed from 8 a.m. to 8 p.m, seven days a week. Please note that this call center can not access COVID-19 testing results. For testing inquiries or results, please contact your health care provider.
 - 312-746-4835
 - coronavirus@chicago.gov
- Guidance for Preparing Staff
 - Encourage sick employees to stay home, and develop a plan for your teams to accommodate staff shortages.
 - Waive requirements for a healthcare provider’s note for employees who are sick.
 - Remind staff to practice good hand hygiene, as well as good sneeze and cough etiquette, and to limit close contact with residents.
 - Routinely clean all frequently touched surfaces; according to the CDC, no additional disinfection beyond routine cleaning is recommended at this time.
 - Communicate regularly with staff.
- Guidance Summary for Housing Providers



- Help program participants secure essential supplies (medication, food, water, hygiene).
- Educate program participants on infection prevention and what to do if you think you are sick.
- Refresh emergency contact lists for residents.
- Refer residents to organizations in the community that can help in case of an outbreak in the area, such as organizations that provide mental health or counseling services, food, and other supplies.
- Guidance Summary for Emergency Shelters
 - Activate your preparedness plans, take precautions with staff and guests, and educate to help prevent the spread of COVID-19.
 - Triage situations and communicate them to CDPH.
 - If DFSS Funded, email daily the # of residents who are in the vulnerable category (60+, people with underlying health conditions).
 - Provide adequate supplies for good hygiene, including easy access to clean and functional handwashing stations, soap, paper towels, and alcohol-based hand sanitizer (especially near food areas and restrooms).
 - Increase frequency of cleaning of your facility –common areas, kitchen and eating areas sleeping areas, bathrooms, toys.
 - Refer guests who have concerns to their health care provider or nearest federally qualified health care center.
 - Have a communications plan in place and a location within the shelter (when possible) that would be used just in case a client has symptoms and need to be isolated until health officials and or transportation can be provided.
- Guidance for Outreach Providers and Drop-In Centers
 - Practice Social Distancing by standing 6 feet away from clients for no more than 10 mins at a time.
 - Sanitize hands with hand sanitizer and handwashing when possible and avoid touching your eyes, nose and mouth with unwashed hands.
 - Identify Healthcare Options
 - To find federally qualified health centers (FQHCs) in your assigned geographic location, please visit: <https://www.fqhc.org/find-an-fqhc>
 - Help Educate People through printed materials, hand outs and conversations with people.

Discussion Questions & Answers- Week #1- 3/16/2020

We will be posting these, along with additional questions and answers in the [Slack.com channel](#).

Do Meals on Wheels providing additional supports to homebound folks that we could tap into for individuals who are in PSH or have a significant need?

According to their website:

Delivery drivers will maintain their regular delivery schedules, and boxed meal pick up is still available at the area Senior Centers. Both meal providers adhere to the strictest health and safety guidelines and will continue to provide meals in a manner that is safe for the vulnerable senior population. In the case of further

restrictions on movement or delivery, all MOWC clients have received Emergency Meals (aka shelf-stable meals) that will supplement regular meal delivery.

Source: <https://www.mealsonwheelschicago.org/2020/03/13/covid19/>

Is it public information that there will be no evictions? Can we share this with our partners or more broadly?

It is public information that there will be no evictions entered into court for the next 30 days.

Source:

Chief Judge Evans postpones most cases for 30 days due to coronavirus --

<http://www.cookcountycourt.org/HOME/INFORMATIONREGARDINGCORONAVIRUS.aspx>

(Cook County Court) Cook County sheriff's office suspends jail visits, evictions due to COVID-19

<https://chicago.suntimes.com/coronavirus/2020/3/14/21179852/cook-county-sheriffs-office-suspends-jail-visits-evictions-covid-19-precautions> -- (Chicago Sun-Times)

How are PSH Providers handling tenant guests? They plan to start restricting or limiting guest visitation in a day.

While HUD does not have any current guidance on how providers should handle tenant guests, that might be a question to ask HUD through their Ask a Question (AAQ) portal.

In Step 2 of the question submission process, select "CoC: Continuum of Care Program" from the "My question is related to" drop-down list and write "Health Preparedness and Response" in the subject line.

Source: <https://www.hudexchange.info/program-support/>