



# Coronavirus FAQ for Shelter & Drop-In Settings

A resource for people working in high-risk community settings.



Wash your hands **early and often**, for at least **20 seconds**

Report suspected COVID-19 infections to local **Public Health Authorities**



COVID-19 is spread by droplets; it can come from a cough or sneeze, someone's hand, or even an unclean surface.



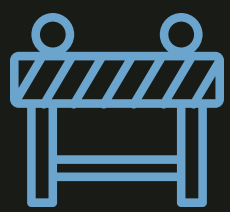
Disinfect common areas more frequently. Use **alcohol solutions with >70% alcohol, or diluted household bleach.**



The 3 hallmark symptoms of COVID-19 are:  
**1. Fever ( $\geq 38^{\circ}\text{C}$ )**  
**2. Cough (Usually Dry)**  
**3. Shortness of Breath**



Wear a facemask to cover your coughs and sneezes.  
  
Ask symptomatic clients to **wear a mask, and do frequent hand washing.**



Social distancing means **6 feet or 2 metres.**  
  
**Have clients sleeping head-to-toe.**



Let your manager know if you are at higher risk for health complications related to COVID-19.



Soap and water is the **most effective** hand cleanser.  
  
If unavailable, hand sanitizer with **>60% Alcohol**



Designate someone to **monitor clients for symptoms.**  
  
Reassure clients that you are taking **precautions** to keep them safe.

# Frequently Asked Questions

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## Questions

## Answers

What is the personal protective equipment overdose response during the COVID-19 outbreak?



**Administer naloxone**, call 9-1-1, and wear mask and gloves. Use the face shield from your THN kit if you choose to give respirations.

The use of BVM, high flow O2, and non-rebreathers increases the risk of transmission; it does not prevent it. Therefore currently **we do not recommend** using BVM during an OD response.

What is the proper technique for disinfecting surfaces?



Clean the surface with soap and water first, then apply approved disinfectant. Let sit for 10 minutes before wiping.

**A simple 'spray & wipe' won't work!**

What should I do if we don't have enough supplies?



Contact you local **BC Housing** representative for help with:

-Soap - Alcohol based hand sanitizer - Tissues - Disinfecting wipes - Trash baskets - Gloves - Disposable masks - Paper plates/cutlery

Should I wear a mask all the time? Should I wear two masks?



Masks are in short supply and should be used during periods of higher risk - wearing two masks can actually **increase risk**.

**Wear a mask if you cannot maintain social distancing.**

<sup>1</sup>Call emergency services, administer naloxone and use the 1 way valve masks when providing breaths. Wear gloves, and eye protection.