

COVID-19 Isolation & Quarantine

Guidance for Homeless Service Providers



Help clients or guests find a safe place to isolate or quarantine.

What is isolation and quarantine (I&Q)?

- Quarantine limits your contact with others after you were exposed to a disease. You may not have the disease. It helps stop the spread of disease.
- Isolation separates sick people with a contagious disease from people who are not sick.

How do I know if a client or guest qualifies for an I&Q placement?

- A client or guest tests positive for COVID-19 and has nowhere to safely isolate.
- A client or guest is exposed to or has symptoms of COVID-19 and is waiting for test results.
- A client meets placement requirements and is accepted by the placement facility.

We will help place your client or guest in an Adult Family Home (AFH) location.

If you need help Monday-Friday, 8 a.m.-5 p.m.:

- Call (253) 820-4684. If no one answers, please leave a message as staff are likely helping another caller.
- Allow time to arrange assessment, care, transportation and placement. We usually schedule transportation between 9 a.m.–4 p.m. but it can be earlier or later as time permits.
- We will return the call as quickly as possible, usually the same day but sometimes the following business day.

If you need help on evenings and weekends you have 2 options:

1. Call (253) 820-4684 and leave a voicemail.
 - Someone will return your call the next business day.
 - The outgoing voicemail message will instruct you on the steps to follow.
2. Call (253) 649-1412. Press 1.
 - You will reach someone who is on call. This person will take your name and phone number and have someone call you back to collect more detailed information. Please have the following information available:
 - The facility you are calling from.
 - The name, date of birth and phone number of the person needing placement.
 - Date of positive COVID-19 test.
 - Why the person needs temporary housing support.
 - The person's vaccine history (if known).
 - The person who takes the info will alert our I&Q team.
 - You will receive a call from someone on our I&Q team the following business day.

While you wait, do your best to keep people safe.

If you have someone who may be COVID positive, do your best to shelter them in place at your facility or in another safe place.

- Maintain 6 feet of space between sleeping cots, isolate away from others when possible.
- Encourage people to wear masks.

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- Encourage frequent handwashing and have hand sanitizer available. (Review this excellent [Sanitation & Hygiene Guide for Homeless Service Providers](#) from Public Health Seattle King County).
- Review [guidance from the CDC](#) to be sure you have good ventilation in your building.
- Review [Guidance for Homeless Service Settings during COVID-19](#), from Washington State Department of Health (DOH), updated June 2022.

Find more information at tpchd.org/coronavirus.