Supporting Providers in Group Living Situations during COVID-19

This document provides interim guidance specific for congregate or shared living providers of people with behavioral health disorders during the outbreak of Coronavirus 2019 (COVID-19). Congregate living includes and is not limited to, homeless shelters, domestic violence shelters, residential facilities, recovery homes, etc. In addition to monitoring for signs of COVID-19, providers need to continue supporting residents in managing their mental health, addiction recovery, and primary care needs.

Phase 1: Follow State Orders
- Check residents daily for fever and/or respiratory issues
- Residents with symptoms: begin Phase 2 or Phase 3
- Request residents to remain at the residence except for essential tasks and exercise
- Monitor social distancing of residents of at least 6 feet
- Wash hands often for at least 20 seconds
- Cover coughs and sneezes
- Clean and disinfect frequently touched surfaces
- If a resident has contact with someone who tests positive with COVID-19, follow quarantine instructions in Phase 2 for 14 days

Phase 2: Quarantine or Isolation for Mild Symptoms
- Assist resident in contacting primary care provider, local health department, telehealth, guardian and/or family
- Monitor and quarantine resident in a single room with their own bathroom if possible for 14 days
- Identify who and how the resident is to contact staff when help is needed
- Deliver meals to resident’s room or arrange alternative schedule for quarantined or isolated residents to eat
- Designate time and protocol for resident to be outside
- If symptoms become severe, move to Phase 3: Transfer
- Move resident to Phase 4: Recovery when feeling better

Phase 3: Transfer for Severe Symptoms
- Severe symptoms include: difficulty breathing, pain or pressure in chest, sudden dizziness or confusion, severe or persistent vomiting or diarrhea, flu-like symptoms improve but then return with fever and/or worsening cough
- Contact 911 and advise that the resident needs to be transferred from the facility with a confirmed or potential case of COVID-19
- Follow instructions from emergency personnel and quarantine resident (following Phase 2 protocol)
- Maintain routine checks with resident(s) and/or hospital staff
- Move resident to Phase 4: Recovery upon returning to the residence

Phase 4: Recovery
- Isolation or quarantine at home until:
  1) resident is free of fever
  2) other symptoms have improved for at least 72 hours
  3) a minimum of seven (7) days have passed since symptoms first began

Ohio Department of Health Call Center: 1-833-4-ASK-ODH (1-833-417-5634) 9:00am-8:00pm daily
Ohio COVID-19 information: coronavirus.ohio.gov

Ohio Crisis Text Line: text keyword “4HOPE” to 741 741
Disaster Distress Helpline: 1-800-985-5990
(1-800-846-8517 TTY)
Ohio Department of Mental Health and Addiction Services helpline: 1-877-275-6364

Quarantine means separating and restricting the movement of people who were exposed to a contagious disease to see if they become sick. Isolation means separating sick people with a contagious disease from people who are not sick.