



Allegheny County Department of Human Services Helpful Resources

Guidance for Scattered Site Programs

1. Programs should educate all their clients in scattered-site housing about the importance of avoiding socializing indoors, restricting visitors to their homes, practicing appropriate hand hygiene, avoiding touching their faces, practicing basic disinfecting at home, and keeping at least six feet away from others while out in public, when possible.
2. Programs need to determine on a client-by-client basis when it is clinically necessary to continue visiting clients. Possible reasons include, but are not limited to, helping the client access medical treatment, access food or other basic supplies, or mitigating risk of disengagement or hospitalization in absence of direct contacts.
3. Program staff should ensure that clients have continued access to basic needs such as food and medication, especially in cases where clients are more vulnerable or are restricted to home due to COVID-19. Program staff should also work to ensure that clients have access to technology needed for telehealth visits and other communications needed to support their wellness.
4. When visiting a client, staff should use alcohol-based sanitizer prior to entering the client's home and are required wear a face mask at all times in accordance with PA Department of Health orders.
5. When visiting a client, staff should use alcohol-based sanitizer prior to entering the client's home and should wear a face mask, if available.
6. Staff should attempt to keep at least six feet away from client during the visit.
7. Staff should remind client to practice appropriate hand hygiene and to avoid touching their face.
8. Staff should use alcohol-based sanitizer immediately upon leaving the client's building.