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Safe Haven Hotel and Family Healing Center Referral Process

Providers who have a potential referral to the Safe Haven Hotel in accordance with the criteria found in the overview below should contact their DHS program office to begin the referral process:

- Homeless client referral contact: [Jessica McKown, Jessica.McKown@alleghenycounty.us](mailto:Jessica.McKown@alleghenycounty.us)
- Jail/Courts referral contact: Jenn Batterton, Jennifer.Batterton@AlleghenyCounty.US
- OBH referral contact: Diane Johnson, Diane.Johnson@AlleghenyCounty.US
- Immigrants and Internationals referral contact: Brenda Green, bgreen@jfcspgh.org
- Office of Intellectual Disabilities providers should contact their usual program office representative.
- Health Systems, including VA referral contact: Peter Harvey, peter.harvey@alleghenycounty.us
- Family referral contact: Remy Harris, remy.harris@alleghenycounty.us

Individuals who have questions about the online referral form may contact Jessica McKown, Jessica.McKown@alleghenycounty.us.

The referral form assesses individuals' symptoms, potential/known exposure, testing status, and risk factors for complications if an individual were to develop COVID-19 based upon their age, known health history, and chronic health conditions. DHS completes any necessary follow up for additional information to ensure an informed decision. There is a daily case conferencing call with DHS program offices, Community Human Services (CHS is the Operator of the Safe Haven), and the Health Department to make determinations. Behavioral health experts, and the clinical expertise of medical professionals are engaged when appropriate. Based on guidance from the Health Department and Public Health experts, we triage and prioritize individuals who have tested positive and do not have any other place to go. Referrals are accepted based upon capacity and prioritization, and only denied if they do not meet eligibility criteria (see below for criteria) or if the facility would be unable to fully meet their service needs.

Overview of the Safe Haven Hotel:

The Safe Haven Hotel (hotel) provides short term quarantine and isolation space for adults who have had known exposure to the novel coronavirus disease (COVID-19), those who are showing symptoms or tested positive for COVID-19, and those who would be at high risk for complications if they develop COVID-19 based upon their chronic health conditions. Because the hotel is being used for multiple purposes to stop the further spread of a highly contagious virus within Allegheny County, the hotel will be strictly monitored to avoid interactions between people with symptoms or COVID-19 and those that are high-risk. The ultimate focus of the hotel is on the health and safety of all participants.

- Participants with potential exposure to COVID-19 require quarantine for a period of up to 14 days to observe if an individual does or does not develop symptoms.

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- While quarantined, if a participant does develop symptoms, they must be tested for COVID-19 and remain in their current unit until the results are provided.
- Participants that test positive for COVID-19 but are not ill enough to be in the hospital, will be required to isolate in their room for the remainder of their illness until they have not experienced symptoms, without medication, for 3 days.
- Individuals, in the hotel, due to a high risk of contracting COVID-19, are required to follow all necessary precautions to prevent exposure and spread of the virus.

Individuals that do not follow program expectations will be exited from the hotel to reduce risk to other guests and staff.

Overview of the Family Healing Center

The Family Healing Center (Center) provides short term quarantine and isolation space for adults with dependents who have had known exposure to the novel coronavirus disease (COVID-19), those who are showing symptoms or tested positive for COVID-19, and those who would be at high risk for complications if they develop COVID-19 based upon their chronic health conditions. Because the Center is being used for multiple purposes to stop the further spread of a highly contagious virus within Allegheny County, the Center will be monitored to avoid interactions between people with symptoms or COVID-19 and those that are high-risk. The ultimate focus of the Center is on the health and safety of all participants.

- Participants with potential exposure to COVID-19 require quarantine for a period of up to 14 days to observe if an individual does or does not develop symptoms.
 - While quarantined, if a participant does develop symptoms, they must be tested for COVID-19 and remain in their current unit until the results are provided.
- Participants that test positive for COVID-19 but are not ill enough to be in the hospital, will be required to isolate in their unit for the remainder of their illness until they have not experienced symptoms, without medication, for 3 days.
- Individuals, in the hotel, due to a high risk of contracting COVID-19, are required to follow all necessary precautions to prevent exposure and spread of the virus.

Dependents staying at the Center will be expected to follow the same isolation and quarantine guidelines regardless of COVID status. Individuals that do not follow program expectations will be exited from the hotel to reduce risk to other guests and staff.

Expectations:

The purpose of the isolation and quarantine facilities is to prevent the spread of COVID-19. Due to different uses of the space, the overall health and safety of participants and staff are of the utmost importance. During an individual's stay, each participant and dependent when applicable must agree to

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the following items to stop the spread and infection of COVID-19. If they are unable to agree to any of the following items, they will be unable to utilize the facility.

To decrease the spread and infection of COVID-19, I agree to:

- Remain in my room the majority of the time.
- Not visit other rooms, floors, or units, other than the Lower Level for smoking and emergencies.
- Avoid common areas.
- Refrain from entering any other participants' units.
- Remain a minimum of 6 ft away from people at all times when outside of unit.
- Wear a face mask when outside of your unit. Face masks may be removed when outside but must be put on when returning into the building. Face masks must be covering your mouth and nose and should not be worn around your neck.
- Not allow anyone into my unit other than medical professionals or staff. Staff do not routinely enter rooms and may offer an alternative meeting space in one of the offices downstairs.
- Not engage with staff delivering meals and wait until they have left doorway to open door and collect meals. At no time will delivery staff be able to enter your room or place your meals inside your room.
- Track symptoms daily in collaboration with the staff and medical professionals on site.
- Be responsible for all extra charges accrued during the stay, including damage to property.
- Use phone to contact on site staff if in need of anything.
- Not to smoke in the building

To keep you and all others healthy, we ask the following to be completed, to the best of your ability:

- When out of your room or meeting staff at your door, you must wear your face mask at all times. Safe use calls for the mask to cover your mouth, nose, and chin.
- Please sanitize and clean your unit daily. Supplies will be provided.
- Securely bag all trash and place it outside your door.
- Wash your hands rigorously for 20 seconds after being out of your unit.
- Answer your phone so that on-site staff and outside providers can contact you to ensure/support your well-being