

**Permanent Supportive Housing**  
Temporary Guidelines – effective 3/17/2020

Permanent Supportive Housing employees are considered essential staff.

This means that we are to check in on our residents.

The following are best practice temporary guidelines for us to follow during the COVID-19 pandemic:

- The KEES lab will be temporarily closed until further notice.
- Call your colleagues – as opposed to going to their office when you have a question
- When being called by the front desk for a visitor, please be prompt to retrieve them as this will cut down on the congestion in the lobby
- Check your residents
  - Call them before going to their unit – ask the pertinent questions
    - How are you feeling?
    - Is everything ok?
    - Have you had a fever?
    - Are you taking safety precautions – Washing hands? Staying in if you can? Minimal visitors to your apartment? Calling ahead to outside appointments?
  - We still need to routinely check on residents at the units
    - Knock on the door – key in (if necessary)
      - We do not have to fully enter the unit
      - Stand at the door and ask the pertinent questions (see above)
    - If no one is home, leave an entry as usual – this also can be slipped under the door if we are sure that no one is home so we don't have to enter
  - We will still be travelling in pairs when there is a concern, to ensure safety as always – please be mindful of hygiene, take hand sanitizer and one can sit in the back seat of the vehicle if necessary
- Face to Face appointments
  - We can reschedule as needed – however we still need to check in and see everyone at least once per month – obviously more if they are in a crisis – phone calls (if applicable) each week are best practice at this time
  - Encourage residents to seek outside MH counseling if they are struggling with this pandemic – remember that licensed counselors are where residents should be getting guidance outside of housing concerns

- Resident transport
  - This will be on a case by case basis only, with prior program director approval
  - Please be mindful that we have bus passes that can be utilized for resident medical appointments so long as public transportation is available
  - Call ahead for residents if they have outside appointments, to ensure that they even need to leave the security of their apartment
  
- Aging residents or residents that have underlying medical conditions
  - Please be certain that we are checking these residents more frequently – even if just by phone
  
- Encourage proper hygiene with residents and medical appointments if they are not feeling well
  
- Be mindful that most do not have access to social media or mainstream media to really get the magnitude of what our country and more so our county are going through – exercising more patience than normal should become our new normal

**DISCLAIMER:** Helio Health has developed this document to respond to the challenges posed by the COVID-19 pandemic. Helio Health prepared this document based on the information available to Helio Health at the time of its creation. Helio Health is sharing this document in an effort to assist other providers in responding to the pandemic. Other providers who utilize this resource are not relieved of their own duty to conduct an assessment and evaluation of each specific service recipient to make medical or clinical decisions. Providers should also conduct their own due diligence to ensure that there have not been further updates to the publicly available information regarding decision-making relating to COVID-19. Helio Health is not responsible for how other providers interpret or apply this document. We recommend providers consult the following resources in your decision-making: CDC, NYS Department of Health, NYS Office of Mental Health, NYS Office of Addiction Services and Supports and your local health department.