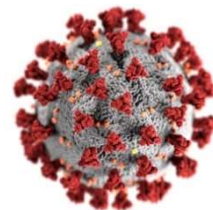


Community Based Workforce COVID-19 Training Handout



What is COVID-19?

[VIDEO](#) HERE

Pre-Screening for a visit: Do a Self Risk Assessment to determine if you are at risk for COVID 19. Ask the following questions:

- Have you had any of the following symptoms in the last two weeks?:
 - cough, shortness of breath, fever, chills, muscle pain, headache, sore throat, or new loss of taste or smell.
- Have you been in contact with someone in the last two weeks who has the symptoms named above?

Individual or Family Assessment: If you answered no to all of the self risk assessment questions, contact the individual/family by phone or virtually before having an in-person visits. Here is a suggested script to read to client:

- *"During the COVID-19 Outbreak, we are working to limit the spread of the disease and to keep supporting our clients. These questions will help us keep everyone safe and make sure we can provide you with the best information and services during this time."*
- *"Are you currently, or have you recently been sick with a respiratory/breathing illness? Have you had any of the following symptoms in the past two weeks? cough, shortness of breath, fever, chills, muscle pain, headache, sore throat, or new loss of taste or smell."*
- *"Is anyone you have regular close contact with currently or recently been sick with a respiratory/breathing illness or had any of the symptoms described above?"*
- *"Would you like any basic information about the COVID-19 outbreak?"*



If individual or family answers 'yes' to any of these questions, an in-person visit is not recommended. Check with your supervisor and assure them you can provide ongoing support either through telephone or virtually.

- Identify barriers to having phone or virtual visits:
 - Are you currently going without a reliable phone, tablet, or computer?
 - Do you ever run out of minutes on your phone or WiFi?
 - Is there anything you need help with that can't be worked on over the phone, tablet, or computer?

If pre-screening answers are NO – Check on current federal, state, and your local policies to determine if an in-person visit is allowed.

If in-person visit is allowed,

- Explain, “Based on your answers, at this time, there is a low risk of us spreading the disease to each other. We could keep having in-person visits as long as you and I remain symptom free and avoid close contact with people who are ill.
- We will have to keep social distancing requirements of 6 feet
- We may want to switch to visits over the phone or virtually, to make extra sure we aren’t spreading the virus in our community.”
- Can I show you how to use the virtual technology (if possible) in case we are not allowed to meet in person on our next scheduled visit

During an in-person Visit

- Express that for safety reasons you are not shaking their hand and will keep distance to ensure the health and safety of you and them
- Maintain 6 feet or more distance between you and others.
- Wash your hands with soap and water for at least 20 seconds before entering, upon entering and leaving a home or facility
- if unable to wash your hands use hand sanitizer with at least 60% alcohol content before entering and after leaving the home. If possible, take hand sanitizer with you.
- Check with your supervisor to see if “personal protective equipment” (PPE), like gloves or face masks, are needed.

Watch for symptoms and emergency warning signs in the individual or family you are visiting:

- If they have any of the following symptoms: cough, shortness of breath, fever, chills, muscle pain, headache, sore throat, or new loss of taste or smell, encourage them to call their doctor.
- The Emergency warning signs in adults are difficulty breathing or shortness of breath, persistent pain or pressure in the chest, new signs of confusion, or an inability to be woken up, and/or their lips or face are bluish. Seek medical attention immediately

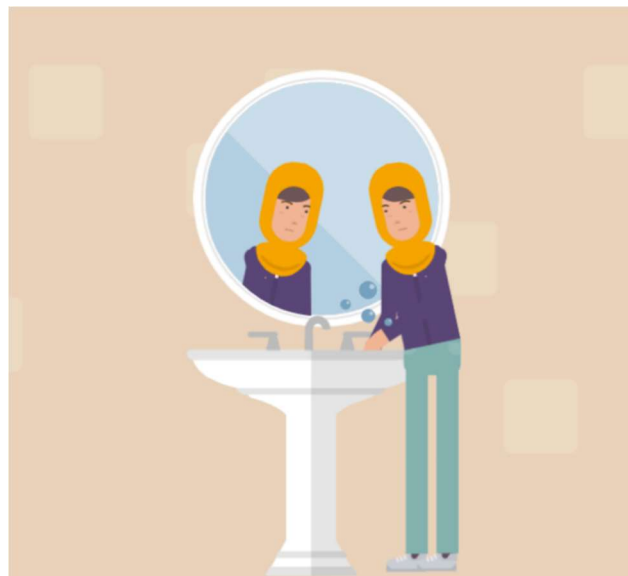
Helping people make a plan and access resources

What if the individual or family thinks they might have COVID-19?

Stay away from other people and animals. You can give them the virus. That means stay where you live, except for going to see a doctor.

- Call a healthcare provider and tell them that you have or may have COVID-19. They will tell you what to do next.

- If you have a medical emergency and need to call 911, tell the person who answers the phone that you have, or are being evaluated for COVID-19. If possible, put on a facemask before emergency medical services arrive.
- Wear a facemask. It will help to stop the germs from spreading. It is most important for people who are sick to wear a mask in a healthcare setting (such as a waiting room) to avoid exposing other people when they cough or sneeze.
- Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in a trash can and immediately wash your hands with soap and water



- Wash your hands often for at least 20 seconds each time or clean your hands with an alcohol-based hand sanitizer. Make sure to cover all parts of your hands
- Do not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets. Wash them thoroughly with soap and water after using them.
- Clean the things you touch a lot **twice a day**, things like counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables. The virus can live on these things for up to 9 days.
- Stay home for 10 days or 72 hours after your fever is gone, whichever is longer.

What if someone thinks they might have COVID-19?

Stay	Call	Cover	Wash	Quarantine
<ul style="list-style-type: none">• Stay away from other people and animals. You can give them the virus.• Stay where you live, except for going to see a doctor	<ul style="list-style-type: none">• Call a healthcare provider and tell them that you have or may have COVID-19. They will tell you what to do next.• If you have a medical emergency and need to call 911, tell the person who answers the phone that you have, or are being evaluated for COVID-19.• If possible, put on a facemask before emergency medical services arrive.	<ul style="list-style-type: none">• Cover your mouth and nose with a tissue when you cough or sneeze.• Throw used tissues in a trash can and immediately wash your hands with soap and water.	<ul style="list-style-type: none">• Wash your hands often for at least 20 seconds• Clean your hands with an alcohol-based hand sanitizer. Make sure to cover all parts of your hands• Do not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets. Wash them thoroughly with soap and water after using them• Clean the things you touch a lot twice a day, things like counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables.	<ul style="list-style-type: none">• Stay home for 10 days or 72 hours after your fever is gone, whichever is longer

Individuals or families may need help in planning for self-isolation or quarantine. A few tips include:

- Grocery stores will be open. Buy what you need. The more you overstock on food supplies, the less is available for your sick neighbors, and for healthcare and emergency response personnel.
- Wear a cloth face covering if you go to a public place like the grocery store, pharmacy, or doctor's office.
- There is no need to stock up on bottled water. The water supply is fine.
- Having a list of friends, family and neighbors who you can call for support.

Help the individual and family meet other needs they may have. Additional challenges happen because of the virus. They may need help getting childcare, food, transportation, or shelter.

Individuals or families may need help managing expectations. This may include reminding them:

- Many people will be isolated and afraid. Show compassion and support for each other.
- Wait times may be longer than you are use to.
- Stores may be out of some supplies temporarily.
- Businesses you depend on may be closed.
- Together, we can make a difference in decreasing the spread of COVID-19.

Reducing stigma with COVID-19

The only way to know for sure if someone has COVID-19 is when someone has been tested and results say the person is infected.

It is true, someone can have corona virus for up to 14 days without showing signs of being sick. This has led some people to be afraid of and discriminate against people they think have the virus. Because the virus started in China, some people suspect all Asians of having COVID 19. Other people believe everyone who is wearing a mask has COVID 19.

Help people understand that:

- COVID-19 is not connected with race, ethnicity, nationality or homelessness
- Coughing does not mean the person has COVID-19
- Not everyone who is wearing a mask has the virus.

Let people know:

- To speak up if you hear, see, or read harassing comments or misinformation.
- Some instances of discrimination or harassment may rise to the level of a hate crime and may need referral to law enforcement.
- Show compassion and support for people most affected and anyone who might be sick.



Help People Manage Anxiety

Overwhelmed with emotions such as sadness, depression, anxiety, or feel like you want to harm yourself or someone else, call:

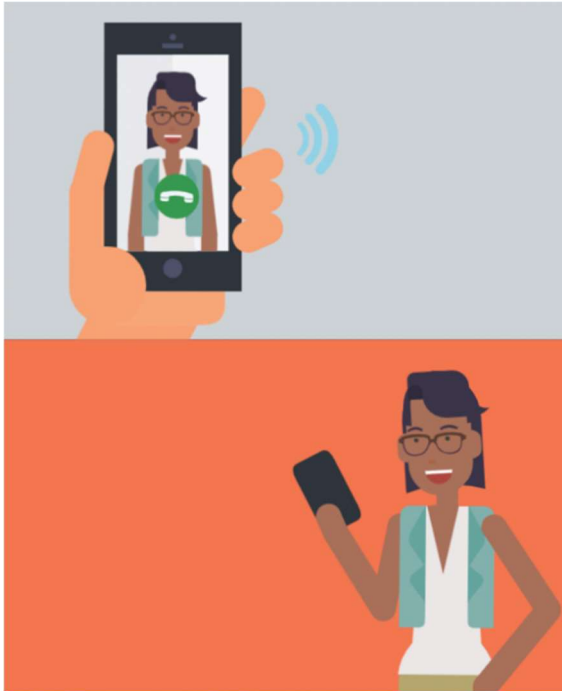
- 911
- 24-Hr Crisis Line: (866-427-4747) <https://www.crisisconnections.org/24-hour-crisis-line/>
- National Suicide Prevention Lifeline: (1-800-273-8255)
- Text “HEAL” to 741741 Crisis Text Line

For alcohol or drug problem, encourage them to call their Alcoholics Anonymous or Narcotics Anonymous offices.

- **Recovery Help Line:** (1-866-789-1511) <https://www.crisisconnections.org/wa-recovery-help-line/>

Have scheduled tele-care meetings with clients:

- Virtual Face/Phone meetings. For people who are really struggling this could be a daily conversation.
- Additional check ins. Consider encouraging people through texts. Is an extra sign of care.



Encourage people to:

- Avoid watching or listening to news reports 24/7. Usually it increases anxiety and worry.
- Stay up to date on what is happening, using credible sources for information. For example anyone can sign up for emergency alerts via text or email to ensure you get updates as soon as they are available
- Use the telephone, email, text messaging, and social media to connect with friends, family, and others.
- Talk “face to face” with friends and loved ones using Zoom, Skype or FaceTime.
- Arrange for your friends and loved ones to drop off newspapers, movies, and books.

If someone is quarantined:

- Provide accurate information on the disease, its diagnosis, and treatment.
- Supporting the person to:
 - Ask questions. Clear communication with a health care provider may help reduce a person’s fear and anxiety.
 - Ask for written information when available.
 - Ask a family member or friend to get the needed information.

Financial Stress:

- Go to the **coronavirus.wa.gov** website: [How Can I Get Help with My Finances?](https://coronavirus.wa.gov/How-Can-I-Get-Help-with-My-Finances?) to find out what is available for unemployment benefits, paid Family and Medical Leave, and other financial resources.

- Contact their utility providers, mortgage company, cable and Internet providers, or other companies from whom they get monthly bills. Explain their situation and ask the company to work with them to make different arrangements for bill payment.
- Most utility companies have agreed to not shut off utilities if the bill is not paid.
- Most evictions are illegal through June 18th. Someone who gets an eviction notice should call 1-800-525-0127 to find out what to do.

Information and Resources

Reliable Sources of COVID-19 Information

- Washington State Corona Virus Response: <https://coronavirus.wa.gov/>
- Washington State Department of Health: <https://www.doh.wa.gov/Emergencies/Coronavirus>
- Public Health Seattle and King County: www.kingcounty.gov/COVID.
- Center for Disease Control: <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

Resource Directories

- Community Living Connections: www.waclc.org
- WA211: <https://wa211.org/>
- HealthBridge: <https://healthbridge.care/>

Check for Eligibility and Apply For Benefits

- Washington Connection: <https://www.washingtonconnection.org/home/>

Check with your County Health Department for local resources.