



# Coronavirus FAQ for Shelter & Drop-In Settings



A resource for people working in high-risk community settings.

Wash your hands **early** and **often**, for at least **20 seconds**

Report suspected COVID-19 infections to local **Public Health Authorities**



COVID-19 is spread by droplets; it can come from a cough or sneeze, someone's hand, or even an unclean surface.



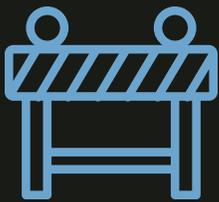
Disinfect common areas more frequently. Use **alcohol solutions with >70% alcohol, or diluted household bleach.**



The 3 hallmark symptoms of COVID-19 are:  
**1. Fever ( $\geq 38^{\circ}\text{C}$ )**  
**2. Cough (Usually Dry)**  
**3. Shortness of Breath**



Wear a facemask to cover your coughs and sneezes.  
Ask symptomatic clients to **wear a mask, and do frequent hand washing.**



Social distancing means **6 feet or 2 metres.**  
**Have clients sleeping head-to-toe.**



Let your manager know if you are at higher risk for health complications related to COVID-19.



Soap and water is the **most effective** hand cleanser.  
If unavailable, hand sanitizer with **>60% Alcohol**



Designate someone to **monitor clients for symptoms.**  
Reassure clients that you are taking **precautions** to keep them safe.

# Frequently Asked Questions

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## Questions

## Answers

What is the personal protective equipment overdose response during the COVID-19 outbreak?



Your naloxone kits contain **one-way pocket valve** masks which will provide protection.

For use of bag-valve mask (BVM), a **bacterial/viral filter or hepa-filter** should be used<sup>1</sup>.

What is the proper technique for disinfecting surfaces?



Clean the surface with soap and water first, then apply approved disinfectant. Let sit for 10 minutes before wiping.

**A simple 'spray & wipe' won't work!**

What should I do if we don't have enough supplies?



Make sure you are **stocking plenty of:**

-Soap - Alcohol based hand sanitizer - Tissues - Disinfecting wipes - Trash baskets - Gloves - Disposable masks - Paper plates/cutlery

Should I wear a mask all the time? Should I wear two masks?



Masks are in short supply and should be used during periods of higher risk - wearing two masks can actually **increase risk**.

<sup>1</sup>In the absence of BVM filters, responders should use airborne precautions (gown, gloves, face shield, and N95 mask)