

Guidance for non-medical participant services

What do I do if a participant is presenting respiratory symptoms or symptoms that may be consistent with COVID-19?

For the participant:

Per [CDC recommendations](#), immediately:

- Separate anyone who appears to have acute respiratory illness symptoms (i.e. cough, shortness of breath). Identify a safe, isolated space that's away from others.
- Provide a face mask to the participant, if one is available.
- Encourage the participant to call their health care provider, as the participant's medical provider will oversee their care and notify the City Public Health department if the participant tests positive for COVID-19.

For staff:

Be sure to use [guidelines from the CDC](#) to minimize potential risk of exposure.

- Provide care while working to minimize time spent in the same room as the affected individual.
- Restrict access to the location where a sick person is or has been isolated until the room is disinfected. Open outside doors and windows to increase air circulation in the area, and wait at least two hours before following [proper cleaning and disinfection guidelines](#).
- If you have a fever, cough, and shortness of breath contact your health care provider immediately to receive proper guidance from a physician. Read the [CDC's recommendations if you are sick or suspect to be sick with COVID-19](#).

What if the participant does not have access to a health care provider?

- Immediately direct participant to a nearby hospital, community health center, or free clinic such as the Heartland Alliance Health Centers.
- If the participant is too sick to travel, call 911.

What if a participant or staff member has a confirmed case of COVID-19?

For the participant:

Staff should follow the [CDC guidance](#), and immediately notify their COO and the Chief Risk Officer, so that appropriate steps can be taken in order to ensure the well-being of other staff and participants.

NOTE: Heartland Alliance will follow CDC guidelines for preventing the spread of the COVID-19 in [residential, outreach and housing programs](#); and in [healthcare settings](#).

For staff:

If an employee is sick and or suspects he or she may have been exposed to COVID-19, they should stay home. Follow the [CDC's recommendations if you are sick or suspect to be sick](#) with COVID-19.

Be sure follow the physician's orders and update your manager on the physician's guidance, so that appropriate precautions are taken.

Your HR business partner will work with you and your manager to support compliance with the physician's orders and insurance requirements.