



## **EXHIBIT A**

### **COVID-19 MOTEL VOUCHER SCOPE OF WORK**

#### **Overview:**

The services hereunder are only intended to be used in response to the COVID-19 emergency. The services shall be consistent with the special Emergency Solutions Grants COVID (ESG CV), and may be modified to ensure compliance with the same. The services are for purposes of preventing, preparing for, and responding to the COVID-19 emergency among individuals and families who are homeless or receiving homeless assistance and to support additional homeless assistance and homelessness prevention activities to mitigate the impacts of COVID-19. To that end, the Contractor shall provide the following services:

- Administer motel vouchers utilizing County-issued 'COVID-19 Motel Protocol for Houseless Persons' listed within this document.
- Facilitate housing search and move in activities, and provide case management services, for clients who are transitioning from motels or other living arrangements who have been approved for a Metro 300 housing voucher.
- Complete HMIS Data Entry and corrections into HMIS provider specified by County.
- Point of Contact (POC) for Program Management as directed/updated by County.

#### **Clackamas County COVID 19 Motel Protocol/Procedures for Houseless Persons:**

Houseless Persons are defined as; unsheltered people, sleeping outdoors, in vehicles, or other place not meant for human habitation. Only the following Houseless Person classifications will be eligible to receive Motel Vouchers through this program:

- Houseless Persons over the age of 60 who are in need of a habitable location to self-quarantine in.
- Houseless Person with underlying health conditions that would make them at higher risk of serious health conditions in accordance with The United States Center for Disease Control (CDC) guidance.

The following guidance shall be adhered to for the performance of this work:

- The Contractor shall arrange payment to motels at a maximum of every two weeks and each voucher will be re-evaluated at a maximum of every two weeks based on a number of factors including individual needs and overall situation relative to the virus.
- Work under this Contract shall be conducted remotely to the maximum extent practicable.
- HMIS data shall be entered into project # 5234 - SS Emergency Assistance Clackamas SP by the Contractor or the partner provider working directly with the motel guest, in accordance with applicable law.
- A shared google spreadsheet will be created in order to track expenses and projected expenses in real time, all parties to this agreement will keep as updated

as possible and HMIS ID numbers used to identify each person or household being vouchered.

- The Contractor will invoice Clackamas County monthly for vouchers issued.

#### Logistics and Services for Motel Vouchered Persons

- Every effort will be made to voucher people into rooms with telephones, microwaves and refrigerators. For families and people with special needs, kitchenettes are preferable.
- No person without a working cell phone will be vouchered into a room without a working landline or other telephone available in room.
- The Contractor will work individually with each person to develop a plan ensuring access to food. The Contractor's staff shall coordinate with Clackamas Service Center (CSC) or area senior centers for prepared meals where needed.
- The Contractor and/or partner providers will attempt to contact each motel-vouchered guest at least every other day to check in about overall health, food and any other immediate basic needs
- The Contractor and/or partner providers will also obtain information on medical providers, type of insurance and emergency contacts for each vouchered Houseless Persons.
- If any vouchered Houseless Persons is not enrolled in a health care plan, and eligible to enroll, The Contractor and/or partner providers will prioritize helping them enroll.
- Do Good and/or partner providers will encourage motel vouchered people who are not featured the Coordinated Housing Access system to call in and be assessed for longer term housing programs and help connect people with needed health, mental health and recovery services if appropriate.
- The same protocols will apply to motel-vouchered persons who become symptomatic as would apply to anyone else in the community at that time. Generally, isolation and Over-the-counter (OTC) medication, calling in before visiting a health care facility and relying on health care professionals to determine whether testing, hospitalization or any additional medical treatment is warranted.
- Clackamas County Social Services shall be responsible for determining and documenting Houseless Persons eligibility for motel vouchers under the ESG CV.

#### **Consideration:**

The Contractor will be reimbursed for the cost of all motel vouchers issued only and will be required to show documentation of actual costs incurred for the vouchers. No additional fees shall apply.



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## **Medical Shelter Program Medical Staff Standard Operating Procedure**

### **Basic Program Information**

The Motel Shelter Program accepts:

- Clackamas County residents
- People with respiratory symptoms and/or acute fever (100.5° F or above), who may or may not have confirmed COVID-19
- Individuals experiencing homelessness who need isolation space and who do not require significant social support services
- Individuals who no longer need hospital level care, but do need to recover and meet criteria.

In order to minimize the spread and potential spread of Covid-19, The Collins Retreat Covid-19 Positive Shelter Program accepts referrals for people from:

- Hospitals and health systems

### **Discharge Policy**

Guests referred to Covid-19+ shelter site will return to their pre-referral shelter program whenever possible upon exiting the motel program 72 hours after the receipt of a negative COVID-19 test or other medical clearance.

NOTE: Upon discharge from Covid-19+ shelter site, Do Good will attempt to facilitate guest back into a shelter site for non Covid-19+, houseless, Clackamas County residents. This will depend upon availability. Clackamas Fire District's Community Paramedic will assist with transportation of guest to either a new shelter site, or pre arrival location in Clackamas County.



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**Guests must meet the following criteria for admission:**

- Currently experiencing homelessness
- Must be a Clackamas County resident
- Exhibiting or reporting symptoms of viral respiratory illness, with Covid-19 positive diagnosis or unknown COVID-19 status
- Able to maintain activities of daily living, including toileting, showering, and feeding self
- Not currently suicidal and no history of attempts in the past 90 days
- Agrees to not engage in harm to self or others while in the Motel Shelter Program
- Understands that the motel is not a medical facility
- Guest must sign a limited release of health information to include Covid-19 test results

**Services available and not available to program guests**

- The service AVAILABLE through the Covid-19+ Shelter Program is a safe space for individuals experiencing homelessness who are diagnosed with Covid-19, or have respiratory symptoms/cough and a test pending, to self-isolate and recover.
- The role of on-site medical staff is to assess the guest's immediate needs, allow guest to recover, and monitor symptoms for improvement or decline. (in which 911 would be activated)
- Services that are NOT AVAILABLE through this program include (but are not limited to):
  - Medication management services
  - Case management services
  - Medical diagnosis, treatment and care
  - Wound care
  - Assistance with daily living activities



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## Guest Monitoring/Wellness Checks:

### Frequency

- Site staff do a symptom/wellness check for each guest at least once per the day.
- Site staff observes guest and activates 911 if symptoms worsen beyond guest being able to care for self
  - Worsening respiratory symptoms
  - Concern over guest safety regarding suspected substance use or withdrawal
- When available (at least once a week) medical staff will also perform a visual symptom/wellness check

### Procedure

- **Step 1:** Medical staff don appropriate PPE, master room key, an adequate number of Wellness documentation sheets, guest phone number, a pen, clipboard, and cell phone if available
  - Medical staff may bring a general staff member with them who will not interact directly with the guest (buddy system).
- **Step 2:** Medical staff knock on guests' door and step back to ensure at least 6 feet of distance from the guest.
  - **Step 2A:** If the guest does not respond after several moments, attempt at least two more knocks.
  - **Step 2B:** If still no answer after multiple attempts, attempt to contact the guest via phone. If the nurse does not hear the guest answer the phone after several rings they should enter the room donned in appropriate PPE with use of the master room key and be prepared to initiate an emergency response.
  - **Step 2C:** Upon entry conduct a situational assessment to determine the need for emergency response.
    - If opiate overdose is suspected, and Naloxone is available, have a trained person administer Naloxone. Then fill out an unusual incident report.
    - If any other form of emergency, call 911 first and then inform the shift lead.
    - If the guest appears well or is not present, leave the room and move on to the next guest.
  - **Step 2D:** Once the emergency response is complete, fill out an unusual circumstance report and give to site manager
- **Step 3:** If the guest responds to knock, inquire as to how the guest is feeling/what symptoms they have experienced since the last wellness check as well as if symptoms have gotten better, worse or stayed consistent. Be sure to ask specifically about fever and respiratory symptoms (cough, shortness of breath).
  - If the guest complains of fever, ask them to take their temperature (a thermometer will be supplied to guests to limit contact)



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- If the guest complains of shortness of breath, ask them if they want you to activate 911 and be transported to the hospital
- If medical staff has any reason to feel concerned about the guest potentially needing a higher level of care, consult with Dr. Present, or on call advisor for guidance
- If medical staff has any reason to believe that the guest is in a medical emergency, call 911 immediately, update the site manager and fill out an unusual circumstance report
- **Step 4:** Record information obtained during wellness check on the Wellness Check Tracking Form. Please highlight significant changes in symptoms
  - Information requiring highlighting includes:
    - New or worsening symptoms
    - Temperature  $\geq 100.5^{\circ}$  F
    - Other significant health concerns reported by guest
    - Other significant health concerns observed by staff
- **Step 5:** Following inputting relevant information in the Medical Tracker spreadsheet, Secure Wellness Tracking sheets in the appropriate location.

**Documentation**

- Wellness Checks
  - While conducting wellness checks, medical staff are to record information on a printed copy of the Wellness Check form
  - **Step 1:** Upon completion of wellness check rounds, medical staff are to fill out all relevant paperwork. (i.e., unusual circumstance report)
  - **Step 2:** Medical staff are to input relevant information from the wellness tracking form document into the Covid-19+/PUI tracking spreadsheet.
- Informing guests of COVID19 test results
  - After medical staff/Site manager informs a guest of their COVID19 test results, that guest will either be 'discharged' or added to the Covid-19+ wellness rotation.
- Informing a guest they are cleared to leave
  - After the daily call medical staff are to update the guest list and medical tracker spreadsheet indicating who has been cleared to leave, the date they were cleared, and their initials.





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## **Personal Protective Equipment (PPE)**

- Shelter guests are expected to wear surgical masks at all times when out of their rooms or interacting with staff
  - It is the responsibility of all staff to ensure that guests are complying with this expectation. This should be through an educational approach, rather than enforcement.
- For all guest interactions, medical staff should be wearing an N95 mask, eye protection and gloves. For room entry they should wear a gown. This level of PPE is required because the medical staff must be prepared to respond to an immediate emergency situation
  - N95 supply is extremely limited. Staff using N95 masks should take all measures possible to make one mask last an entire shift, including:
    - Storing it in a paper bag with the staff member's name on it between uses
    - Keeping the mask as clean as possible
- If the need arises to enter a guest's room for the purpose of emergency response, staff should enter with disinfectant wipes on-hand and be wearing:
  - Gloves
  - N95 mask
  - faceshield
  - Goggles (disinfect after use with sanitizing wipes)
  - Gown or coveralls if available

*Note: Shower facility will be available for staff and they are encouraged to shower before returning home.*

## **Medication**

- On-site medical staff will not dispense medications
  - We can assist with refills of prescriptions, but guest must be able to manage their own administration of medication
- The program will stock individual packets of various over the counter medications for common ailments of which the guests may avail themselves on an as-needed basis
  - On-site medical staff should not ever distribute the medication themselves
- The only medication that may be administered is Naloxone on an emergency basis



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- No staff should dispense or provide medication from a non-individualized source such as a bottle.

## **Discharge from Program**

- Guests will be deemed “cleared to leave” when the following criteria have been met:
  - At least 10 days have passed since symptoms first appeared
  - AND
  - At least 3 days (72 hours) have passed since resolution of fever without fever medications and improvement in improvement of other symptoms (cough, shortness of breath, diarrhea, other COVID-19 symptoms)
    - “Resolution of fever” is defined as a body temperature below 100° F
- Clackamas County/Site manager will exercise its ability to extend the stay of a guest at its discretion in accordance with public health advice and resource availability.
- The determination that a guest is cleared to leave is made by medical staff/site manager in consultation with Dr. Present, County Health Director, and following the above mentioned guidelines.
- The site manager will assist with further shelter options if available/wanted
- Transportation will be coordinated with Clackamas Fire’s Community Paramedic
  - Transport to new shelter location in Clackamas County
  - Transportation to pre Covid-19+ location within Clackamas County

## **Medical Care Transportation**

- In an emergency situation, 911 should be called and emergency responders will transport the guest.
- Guests with an unknown or positive COVID-19 status will NOT be assisted with transportation.

## **Delivering test results & clearance to leave notice**

The administrator of the Covid-19 test will have an ROI allowing the release of test results to Covid-19+ site manager. The on-site staff will convey that result to the guest using the suggested talking points as a guide for how to approach the conversation.

When a guest is found to be cleared to leave the motel shelter program on-site staff will convey that information to the guest using the suggested talking points as a guide for how to approach the situation.

Shelter site staff will coordinate with Clackamas Fire Community Paramedic to assist with transportation to shelter (if available) or pretest location within Clackamas County



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## **Naloxone process**

### **Overview:**

Naloxone is a life-saving medication used to reverse opioid overdose that anyone can give with minimal training. This procedure covers how to determine when Naloxone administration is indicated, and how to administer it.

The signs and symptoms of opiate overdose may include:

- Unresponsiveness to yelling or sternal rub [This symptom effectively draws the line between overdosing and being really high but not overdosing.]
- Slow, shallow, or no breathing
- Pulse is slow, erratic, or not there at all
- Turning pale, blue or gray (especially lips and fingernails)
- Snoring/gurgling/choking sounds
- Vomiting

### **Procedure:**

If a shelter guest is found unresponsive, take steps to reverse a likely opiate overdose:

1. Call 911
2. Put on appropriate PPE (N95 mask, gloves, eye protection, gown or coveralls if available)
3. Perform a chest rub and check for airway blockage, breathing, and circulation\*
4. Administer first dose of intranasal naloxone
5. If the guest revives, encourage them to stay. Stay with them and continue to monitor until emergency medical services arrives
6. If guest does not revive, perform chest compressions aka 'hands only CPR'
7. Administer second dose of naloxone if still unresponsive
8. Position the person on their side if you need to leave them at any point

*\* Note: If there is an airway obstruction, first attempt to remove obstruction. If heart rate is absent or irregular, initiate chest compressions*



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## **Medical Staff Talking Points**

### **Informing of test results**

#### **Negative test result**

- Your test results came back as negative. You do not have COVID-19
- It is possible that you are sick with another illness that is contagious
- Our policy at this time is that we ask all guests to remain in the program until 72 hours after symptoms subside
- We ask that you remain in this program until you have not had symptoms for 72 hours, which we will monitor. If we begin to reach capacity and need to free up your room, we will ask you to leave after 24 hours pass after symptoms subside
- Any questions?

#### **Positive test results**

- Your test results came back as positive, you do have COVID-19.
- This is what you can expect from this illness:
  - [information on symptoms, average recovery time]
- This is how you can protect yourself and others:
  - Wear a face mask whenever you are outside of your room or interacting with staff
  - Wash your hands with soap as often as possible.
  - Request a temperature check every day during wellness checks
  - Cover your mouth and nose whenever you cough or sneeze
- We ask that you remain in this program until you have not had symptoms for 72 hours, which we will monitor
- This information is strictly confidential. The only County staff that know your status are authorized medical professionals. It is your decision to disclose your status. Your status will not be disclosed to the non-medical on-site shelter staff or other shelter guests
- Any questions?



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## **Clearance to leave**

### **For any guest if they have been symptom free for more than 72 hours**

- You have now been symptom free for 72 hours, and our medical staff have determined that you are cleared to leave this program.
- We will assist you in returning to a sheltered location if applicable and available.
- You are authorized to leave anytime and we will provide you with transportation assistance within Clackamas County

### **COVID Negative Individuals when there is a need for space**

- You have now been symptom free for 24 hours, and our medical staff have determined that you are cleared to leave this program because you did not test positive for COVID-19.
- We will assist you in returning to a sheltered location if applicable and available.
- You are authorized to leave anytime and we will provide you with transportation assistance within Clackamas County



**AMENDMENT #1  
TO THE CONTRACT DOCUMENTS WITH DO GOOD MULTNOMAH FOR COVID  
POSITIVE SHELTER  
Contract #2794**

This Amendment #1 is entered into between **Do Good Multnomah** ("Contractor") and Clackamas County ("County") and shall become part of the Contract documents entered into between both parties on **April 23, 2020** ("Contract").

The Purpose of this Amendment #1 is to make the following changes to the Contract:

1. ARTICLE I, Section 2. **Scope of Work** is hereby amended as follows: Contractor agrees to provide additional motel voucher coordination services, as further described in Exhibit A, attached hereto and incorporated by this reference herein. The additional motel voucher coordination services shall be performed on behalf of County's Department of Social Services, which shall exclusively manage the additional motel voucher coordination services.

2. ARTICLE I, Section 3. **Consideration** is hereby amended as follows:

ORIGINAL CONTRACT	\$ 65,952.00
<u>AMENDMENT #1</u>	<u>\$ 450,000.00</u>
<b>TOTAL AMENDED CONTRACT</b>	<b>\$ 515,952.00</b>

3. ARTICLE II, Section 4. **Compliance With Applicable Law**, is hereby amended to add the following additional requirement: Contractor shall further comply with County's then-current protocols, policies, and procedures regarding COVID-19 symptom checks and medical clearance at approved sites. Current copies of this are attached hereto and incorporated by this reference herein.

Except as expressly amended above, all other terms and conditions of the Contract shall remain in full force and effect. By signature below, the parties agree to this Amendment #1, effective April 30, 2020.

**Do Good Multnomah**

DocuSigned by:  
Chris Aiosa 5/7/2020  
Authorized Signature Date

Chris Aiosa  
Printed Name

**Clackamas County**

Mary Smit 5/7/2020  
Authorized Signature Date

Gary Schmidt  
Printed Name *County Administrator*

**Approved As to Form  
County Counsel**

*[Signature]* 05/07/2020  
Date