

Covid-19 Medical and Isolation Guidance for Homeless Service and Shelter Providers

The City of San Antonio has dedicated Isolation Care Facilities (ICF) for individuals who have tested positive for Covid-19 or who are symptomatic awaiting test results, and who live in congregate housing, shelters, transitional housing, or other group home type facilities. The following guidance outlines the process for homeless service providers to use for referring clients to an ICF. Hospitals and clinics that are discharging COVID-19 positive patients who are self-identified as homeless may also use these procedures.

1. Providers should first review information found on the City of San Antonio Metro Health Covid-19 website. On this page click on the **“Take a Self-Screening”** button and follow the prompts. At the end of the screening questions, a recommendation will be made based on the individual responses. <https://www.sanantonio.gov/Health/News/Alerts/CoronaVirus>
2. If the survey recommends that the client to be tested, following the instructions in the pop-up menu to schedule a test or call (210)-233-5970 between the hours of 8:00 AM and 5:00 PM to complete the registration process for a COVID-19 test.
3. Once you have received confirmation of a testing date and time, you will need to contact the ICF Supervisor at **(210)778-9067 Monday - Friday 7:00am – 5:00pm**. Provide the ICF staff with the names and birth dates of the individuals who need to be tested and the location for the pickup. The ICF staff will dispatch a driver to pick up the individual or family and take them to the testing facilities and then to a designated isolation facility. If the client has already tested positive, please provide any paperwork from the health care provider to the driver when they arrive. Each person will be allowed to take one small backpack, bag, or suitcase with them. The client must also bring with them a 14-day supply medication and multiple changes of clothing.
4. The ICF will provide meals, personal hygiene items, and linen exchange. Please review all the ICF rules of occupancy with the client prior to their departure.
5. Shelters are still required to provide traditional services for the clients and need to make necessary arrangements to ensure services and care plans are still provided. This is to include but not limited to case management, mental health services, prescription refills, telemedicine, and other ancillary services.
6. While at the ICF, clients will not be permitted to leave their rooms and visitors are not allowed. If the client requests anything to be delivered to them at the ICF, it must be brought to the ICF Manager who will then arrange delivery of the items to the client’s room.
7. Once the client has completed their required isolation time, shelter staff will be notified and will be responsible for transporting their clients back to their original facility or place of enrollment.

If you need further assistance, the San Antonio Metropolitan Health District has opened a COVID-19 hotline for residents to ask questions about the virus. The hotline is available in English and Spanish. Please call **(210) 207-5779** Monday - Friday 8:00 am – 7:00 pm and Saturday/Sunday 8:30 am - 4:30 pm.