



Coronavirus (COVID-19) Guidance and Resources for Homeless Service Providers

Revised: 03/12/2020

The following is a list of suggestions, based on information from the Centers for Disease Control (CDC) and/or Massachusetts Department of Public Health (DPH) regarding working with individuals in homelessness. PLEASE NOTE THAT INFORMATION IS CHANGING FREQUENTLY.

- Encourage Community Members to Practice Good Hygiene –
 - o Please make handwashing **as accessible as possible**.
 - o Consider opening bathrooms that normally require assistance to access.
 - o Consider asking that each guest wash hands when entering programs
 - o Make available paper towels and tissues
 - o Remind guests to practice safe coughing and sneezing behaviors
- Practice Good Environmental Hygiene
 - o Wipe shared surfaces frequently with disinfecting cleaners
 - o Limit opportunities for contact by propping open doors and discouraging sharing items as much as possible
 - o Consider how meals and foodstuffs can be distributed (handing out plates vs buffet style feeding)
- Encourage Social Distancing
 - o Consider staggered meal times with multiple smaller seatings
 - o Consider utilizing underused spaces to allow guests more space between them
 - o Discourage large groups forming while waiting outside of programs
- Regarding Symptoms
 - o Please post and make fact sheets available to reduce confusion (link to multilingual sheets below)
 - o If you have a guest that meets the criteria to be considered at risk, please contact the provider for guidance BEFORE sending the client for treatment

More detailed guidance and recommendations for specific populations are offered here:

<https://www.mass.gov/info-details/covid-19-guidance-and-recommendations#for-local-boards-of-health->

Additional handouts and resources you may find helpful:

- CDC Coronavirus “Decrease the Spread” Handouts, <https://www.cdc.gov/coronavirus/2019-ncov/downloads/workplace-school-and-home-guidance.pdf> (currently only available in English)

Please contact the Lowell Health Department for questions related to Coronavirus (COVID-19) at 978-674-4010. Please leave a detailed message regarding your concern if your call is not answered immediately.



- Lowell Health Department KHMER “Coronavirus, What Families Need to Know” Handout, https://www.lowellma.gov/DocumentCenter/View/11009/KH-Coronavirus-Resource_Lowell-Health-Department_Rv-03122020
- Cambodian Mutual Assistance Association (CMAA) KHMER “Facts: Covid-19” Video, https://youtu.be/OcmN_Dk1Axw
- CDC Coronavirus Print Materials, <https://www.cdc.gov/coronavirus/2019-ncov/communication/factsheets.html> (available in 2-4 languages)
- CDC Coronavirus Video Library, <https://www.cdc.gov/coronavirus/2019-ncov/communication/videos.html> (currently only available in English)
- Massachusetts DPH Coronavirus Print Materials, <https://www.mass.gov/info-details/covid-19-printable-fact-sheets> (available in 7 languages)

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